	Hydronix Management System	Issued 6 th August 2002
	Repairs Policy and Service Options	

Repairs Policy & Service Options

In order to maximise our service quality and provide an excellent returns and repair service Hydronix offers 3 Service Options that are now available to you as a customer. These options have significant benefits for both you and the end user.

The Service Options

- Enhanced 'Standard' Warranty
- Immediate Exchange Units
- 3 Year Extended Warranty
- Guaranteed Repairs times

Benefits to you


- Reduce your requirement to hold spares inventory
- Maintain a fast returns service to you customers
- Guaranteed Repair turn-around times
- Extended 'Standard Warranty' cover
- 3 Year Warranty option
- Immediate Service Replacement unit

Benefits to the End-User

- Fast and efficient repairs service
- Immediate replacements if required
- Peace of Mind for a full 3 years with the Extended Warranty Option if required

Please see the detailed service option below, a copy of these is available on our website www.hydronix.com along with all the technical literature, user manuals, software and product updates and much more.

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3 Service Options

1 One Year Enhanced Warranty

This warranty is **free of charge** and covers **all** our products.

All Hydronix products are covered by our 'Standard 1 Year Warranty', this is a 1 year return-to-base warranty from the date of initial sale. This covers any manufacturing defect occurring during normal product use. This includes excessive wear and tear in a normal operating environment.

The unit will either be replaced or repaired. All outbound shipping charges will be paid by Hydronix for all warranty repairs using this service. All repairs are covered by a further 6 months warranty or to the end of the first year from the date of sale, whichever is the greatest.

Hydronix endeavours to return all repairs within 30 days of receipt.

We now offer the Enhanced Warranty automatically with every purchase and at no extra charge.

Additional 'Enhanced' Features

Warranty Extension: Applicable to all our service options Hydronix now allows stock-holding customers a further 6 month warranty extension over and above the standard warranty periods. This will be at the discretion of Hydronix and would only be applicable where a customer can prove the date of sale to the end user and/or installation dates. A copy of the invoice to the customer will be required quoting the specific product and serial number.


Immediate Replacements: If requested, Hydronix will also dispatch an immediate replacement unit to any requested delivery address and waiver associated charges for this service (see Option 3 'Immediate Replacement'). This ensures that your customer is never without essential plant equipment and is receiving the best possible service. Hydronix will repair and keep the returned unit. Full terms and conditions are available on request.

2 Extended 3 Year Warranty

We also offer a 3 year Extended Warranty available to purchase with new equipment. This extends the standard 12 month free of charge service out to a full three years. If purchased this will enable the customer to have a new or service replacement unit shipped immediately with no additional charges to be incurred.

The Extended Warranty is roughly 10-12% of the equipment price and will give the customer peace of mind knowing that in the event of their moisture control equipment requiring a service their production will not be effected and they will never suffer plant downtime.

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3 Immediate Replacement

Hydronix also offers a service whereby an immediate replacement can be dispatched to replace units that are not covered by either of the above warranties. This enables customers who have equipment that is older than 12 months who have not purchased the 3 Year Extended Warranty to benefit from a similarly speedy service. There is a charge associated with this service.

For units over 36 months we do not offer the immediate replacement service, these units will be repaired in accordance with our Standard Warranty on a return-to-base basis.

4 Guaranteed Repair Turnaround Times

Hydronix promises to quote for repairs within 15 days of receipt and to repair and dispatch returned units within 15 days from receiving purchase order cover (if required) . In the event that this is not possible Hydronix will either replace the equipment (If less than 3 years old) with a similar unit or waiver any repair charges, excluding applicable shipping charges.

I HAVE A FAILED UNIT, WHAT SHOULD I DO ?

- All repairs that are returned to Hydronix should be allocated a Returns Number (RMA). This helps us to process your repair quickly. We do not guarantee repair turnaround times for units received without a Returns Number.
- Call you nearest representative and they will issue with a RMA number. (See below for contact numbers).
We require the following information if we are to repair you unit within our guaranteed time.
 - 1 The Product Name and Model No. i.e. 'Hydro-Probe II (HP02)'**
 - 2 The unit serial number i.e. '232406'**
 - 3 Fault Description**
- If you require an immediate exchange unit please request one. You will be sent a 'Service Exchange Request Form' to sign and return to us. This will advise us of the shipping details and also confirms to us that you agree to our terms and conditions of dispatch. **We must have a serial number if you require an immediate replacement.** Please request our terms and conditions of dispatch if you do not already have a copy.

Keep a copy of the Service Exchange Request Form for your records and include a copy of the form with the returned unit. **Always quote the Returns Number with all returned units.**

- Hydronix will endeavour to dispatch an immediate Service Exchange unit (if required) the same day or next working day.
- On receipt of the Service Exchange Unit the end-user or recipient will receive return packing and shipping information applicable to the faulty unit. When returning the faulty unit be sure to enclose the copy completed Service Exchange Request Form and keep a copy for your records. **Please note it is the financial responsibility of the company that originally requested the Service Exchange Unit to ensure that the faulty unit is returned.**

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CONTACT NUMBERS

Region	Telephone Number	Fax Number
Europe & Worldwide	+44 (0)1483 468900	+44 (0)1483 468919
U.S.A, toll free	888 997 4884	888 887 4884

The Details - Your Questions Answered

What Does the Warranty Cover ?

Hydronix guarantees products against excessive wear and tear in a normal operating environment.

Hydronix will not be liable for damage caused by misuse, abuse or neglect of proper maintenance to the products. Neither will Hydronix be liable for damage caused by excessive wear and tear where the products have been used in abnormal working conditions. All liabilities including the warranty will become invalidated by any unauthorised tampering or repairs to our products.

How long does it take to repair my unit ?

The Hydronix Repair Turnaround Guarantee says that we promise to return your unit with 30 days of receipt. We can only do this if you have provided us with all the information that we request such as the unit name, model, serial number and fault description.


How Much does a repair cost ?

If the fault is deemed by Hydronix to be a non-warranty failure Hydronix will charge for repair work undertaken. Hydronix will provide a written quotation before proceeding with return-to-base repairs and will require purchase order cover before commencing the repair. Units can be repaired more quickly if we do not have to quote. If you wish us to go ahead with a repair without quoting (for speed) you must sign our RMA returns form to acknowledge that you accept that in the worst case scenario the cost of the repair may be equivalent to the price of a new unit. Hydronix will in return endeavour to minimise the cost of each repair.

Charges will be invoiced on appraisal or completion of the repair.

What was wrong with my Equipment ?

The quotation will define the work required and a repair report will accompany the returned unit.

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Will my unit be upgraded ?

Yes, unless otherwise specified by the customer all returned unit will have their hardware and software upgraded to the latest specification. All software upgrades are free of charge. Hydronix may occasionally charge for hardware upgrades.

You are advised to keep records of your system settings and where possible to backup any data or calibration settings before the unit is returned to Hydronix.


All further repair charges will be invoiced by the 30th day from the date of receipt by Hydronix of the Faulty Unit.

Is My Warranty Effected ?

All Service Exchange Units remain under warranty for a six months or to the end date of the warranty on the returned Faulty Unit, whichever is the greater. An extended warranty if purchased will be transferred to the replacement sensor.

To avoid any unnecessary charges customers are strongly advised to consult our Technical Support Team prior to requesting returning a unit or requesting a Service Exchange Unit as outline in Option 3 below 'Immediate Exchange'.

-end-

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	Service Exchange Terms and Conditions	

TERMS OF REFERENCE

- The term 'Faulty Unit' refers to the unit that is owned by the End-User or Customer and that has failed in the field or is being returned for refurbishment.
- The term 'Service Exchange Unit' refers to the unit that is shipped by Hydronix to replace the Faulty Unit. A Service Exchange Unit may incorporate reconditioned components.

The term 'The Customer' refers to the Company that has requested the exchange and that has completed the Service Exchange Request Form. It is not necessarily the End-User or the direct recipient of the Service Exchange Unit.

THE SERVICE

In the event of failure of our equipment in the field this service enables Hydronix to support the Customer by immediately dispatching an equivalent Service Exchange Unit direct to a specified delivery address. The Customer is then liable to return the faulty unit to a Hydronix representative for repair within 30 days of receipt of the Service Exchange Unit.

There are charges associated with this service that may be waived in some circumstances.

I HAVE A FAILED UNIT, WHAT SHOULD I DO?

- All repairs that are returned to Hydronix **must** have a Hydronix Returns Number (RMA) issued by Hydronix.
- Call your nearest representative and they will issue you with a RMA#. See below for contact numbers.
- If required request an immediate Service Exchange unit. To avoid any unnecessary charges Customers are advised to speak to our technical support team prior to requesting a Service Exchange Unit.
- The representative will fax or email a Service Exchange Request Form to you to complete and return.
- Complete the form and return by email/fax immediately. Keep a copy for your records. Hydronix Ltd will endeavour to dispatch an exchange unit the same or next working day.
- On receipt of the Service Exchange Unit the Customer must return the Faulty Unit within 30 days. When returning the faulty unit be sure to enclose a copy of the Service Exchange Request Form and also keep a copy for your records. **Please note it is the financial responsibility of the Company 'The Customer' that originally requested the Service Exchange Unit to ensure that the faulty unit is returned within 30 days.**

CONTACT NUMBERS

Region	Telephone Number	Fax Number
Worldwide	+44 (0)1483 468900	+44 (0)1483 468919
U.S.A	+1 (231) 439 5000	+1 (231) 439 5001
U.S.A, toll free	888 997 4884	888 887 4822

TERMS AND CONDITIONS OF DISPATCH and ASSOCIATED CHARGES

This service only applies to equipment less than 3 years old.

This is a free of charge service for equipment that is covered by our free Standard 1 Year or optional Extended 3 Year Warranty schemes. For equipment not covered by warranty there is charge for this service. Hydronix will invoice this cost plus carriage to the Customer on dispatch of the Service Exchange Unit.

The faulty unit must be returned to Hydronix within 30 days of dispatch of the Service Exchange Unit. Hydronix reserves the right to invoice for the Service Exchange Unit if it is not received within this period. The value of the invoice will be a maximum of 100% of the new unit sale value of an equivalent model to the Customer in addition to the initial Service Exchange Fee and any associated shipping charges.

The Customer keeps the dispatched Service Exchange Unit¹ and upon receipt Hydronix repairs and refurbishes the Faulty Unit to the latest build design and standards. Hydronix keeps the repaired unit.

If the Faulty Unit is covered by a warranty Hydronix will carry out the repair work on the Faulty Unit free of any further charges. All Service Exchange Units remain under warranty for a minimum of six months. Your original warranty cover will be transferred to the Service Exchange Unit.

If no charge was initially made for the dispatch of a Service Exchange Unit and Hydronix finds no fault with the returned Faulty Unit Hydronix will retrospectively invoice the Customer the Service Exchange charge and associated shipping charges. In addition to this there is a minimum labour charge of £75.00 for examining, refurbishing and testing the unit. The refurbished unit will be covered by a 6 month warranty. **Customers are advised to speak to our Technical Support Team prior to requesting a Service Exchange Unit.**

If the Faulty Unit is not covered by a warranty Hydronix will charge the Customer for repairs undertaken. The maximum repair charge will be 100% of the usual new unit sale value to that Customer in addition to any Service Exchange charges and shipping charges where appropriate. Where there was no initial charge for the Service Exchange Unit or shipping charges these will be retrospectively invoiced for all non-warranty repairs. By signing the Service Exchange Request Form the Customer agrees to these conditions and any applicable charges in advance. These charges will be invoiced on appraisal or completion of the repair. A repair report will be made available to the Customer if requested.

¹Title of the Faulty Unit passes to Hydronix upon receipt by Hydronix. Title of the Service Exchange Unit passes to the Customer with full payment of any charges mentioned in the Terms and Conditions.

PLEASE ALWAYS REFER TO THE LATEST VERSION OF THESE TERMS AND CONDITIONS WHICH CAN BEEN SEEN ON OUR WEBSITE AT WWW.HYDRONIX.COM

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