

Hydronix Fixed Price Repair Scheme - Service Exchange Terms and Conditions

1 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.

2 The service

In the event of failure of Hydronix 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. Hydronix will manage the return of the Faulty Unit and, upon receipt of the unit, will perform a repair cost assessment and add any additional charges for the cost of repair or replacement.

There are charges associated with this service that may be waived if the failure is covered by warranty (Warranty Terms HD0463) or at the discretion of Hydronix.

3 I have a failed unit, what should I do?

- Make an RMA Request at <https://www.hydronix.com/request-rma/> and request a Service Exchange Unit as part of the Fixed Price Repair Scheme option.
- Call or email your nearest representative and request a Service Exchange Unit under the Fixed Price Repair Scheme and they will issue you with an RMA #. See below for contact numbers and Service Department Email address. The representative will email a Service Exchange Request Form to you to complete and return.
- Complete the form and return by email immediately. Arrange payment or provide a Purchase Order Number if you have an account with Hydronix. Keep a copy for your records. Hydronix Ltd will endeavour to dispatch an exchange unit the same or next working day once payment has been arranged.
- Please ensure that no cables, fixing plates or other accessories are returned with the sensor
- **Service Exchange Units are shipped with default settings. If you require customised settings ensure you know what settings need to change and how to change them when you receive the Service Exchange Unit.** Contact support@hydronix.com if you require guidance on this.
- Hydronix will arrange for the Faulty Unit to be collected after the Service Exchange Unit Arrives. If collection fails further charges may apply to rebook.
- We recommend using the packaging from the Service Exchange Unit to return the Faulty Unit. Hydronix do not accept any responsibility for transit damage.
- If a Faulty Unit is not returned within 30 days Hydronix reserves the right to charge the Full price of the product as listed on the Hydronix Customer Price List (HD0620).

4 Contact Information

Website	https://www.hydronix.com/request-rma/
Email	service@hydronix.com
Worldwide	Tel: +44 (0)1483 468900

U.S.A	Tel: +1 (231) 439 5000
Germany	Tel: +49 256 34858
France	Tel: +33 652 048904
China	Tel: +86 13681870768

5 Terms and Conditions of Dispatch and Associated Charges

NOTE: This service only applies to equipment less than 5 years old.

This is a free of charge service for equipment that is covered by our free Standard 2 Year or optional Extended 4 Year Warranty schemes. For equipment not covered by warranty there is a charge for this service. Hydronix will invoice an initial cost to cover the cost of refurbishment and carriage (the minimum cost) to the Customer upon request of a Service Exchange Unit. The Service Exchange Unit will be dispatched on receipt of payment or a Purchase Order Number (For customers with a Hydronix account)

For Customers who purchase the Extended 4 Year Warranty, the 1st Service Exchange Unit will be shipped without charge regardless of the fault. See Hydronix Warranty Terms and Service Options for further details.

The Faulty Unit must be returned to Hydronix within 30 days of dispatch of the Service Exchange Unit. Hydronix will arrange for up to 3 pick-up attempts. Further attempts are chargeable.

Hydronix reserves the right to invoice for the Service Exchange Unit if it is not received within 30 days. 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 any associated shipping charges.

The Customer keeps the dispatched Service Exchange Unit and Hydronix retains the repaired unit.

NOTE: Title 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.

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 two years or the term of the extended warranty (whichever is greater).

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 for a scrapped unit will be 100% of the usual new unit sale value to that Customer. By signing the Fixed Price Repair Scheme Service Exchange Request Form the Customer agrees to these conditions and any applicable charges in advance. These charges will be invoiced on appraisal of the returned Faulty Unit. A repair report will be made available to the Customer.

Please always refer to the latest version of these terms and conditions which can be obtained from Hydronix.