

Dear HRC user,

To optimally organize the service on your SA product, we request your product, together with this completed document, to be sent to:

SportMed Service Center
 Sionkloosterlaan 51
 2930 Brasschaat
 BELGIUM

Only send your HRC set in clean condition!!!
 Clean and disinfect your HRC wrist unit and/or your chest strap before you send it so that our people get a clean device in hand.
 Dirty or unsanitary devices are returned untouched!



User info

First name & name user

Tel. / Mobile:

E-Mail:

Unique Serial number HRC® T1 (= Sync number) *

Unique Serial number belt (see back side of the belt)*

*You can also download the manual from [Support | SportMed International \(sportmed-portal-en.com\)](http://Support | SportMed International (sportmed-portal-en.com))

Support

Could you please describe as accurately as possible why you are sending in your product? This is important for the service desk to provide optimal service/support.

Ex.: black screen on the HRC | Ex.: notification of LoBat & resetting the date to 010111 – 12.00 h |

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Costs

If the general warranty conditions no longer apply, the following service costs will be charged:

- **HRC® Wrist Unit** - Check & upgrade software version + replace battery + check watertightness guarantee € 15, -
 - **HRC® Chest Strap** – battery replacement + check watertightness guarantees € 2, - (*)
 - **Shipping costs** € 6,-
- (*) If sent together with the HRC Wrist Unit

In the event of damage that is difficult (or impossible) to repair, the SportMed Service Center will contact you.

ALWAYS send the COMPLETE HRC SET consisting of: HRC® wrist unit and HRC® chest belt, but no elastic strap.

There is no charge for the service to the User if the general warranty sales conditions apply.

Shipping & billing

Billing info

Please indicate which is applicable

- Private person
- Company

To (Name):

Address:

Postal code/place:

vat-nummer (*):

(*) Only applicable for companies

Shipping info:

- Send to billing address
- Send to another address please:

To (Name):

Address:

Postal code/place:



SportMed Service Center

Sionkloosterlaan 51 – 2930 Brasschaat

@: support@sportmedservice.com

☎ : +32 (0)3 633 22 11



www.sportmedonline.com