



## CALIBRATION & REPAIR SERVICE REQUEST

Evergreen Telemetry's motto is **Faster, Easier, Safer**. This applies to service as well as products. We understand how frustrating it can be waiting for your tools when there is balancing to be done. Our repair and calibration procedures are designed to process your instruments through our laboratory and ship them back to you as quickly as possible. You can help by completing this form and submitting it with your instruments. An emailed copy to our Customer Service Department is also appreciated, whenever possible. To avoid additional shipping costs, send only the electronics in need of repair and/or calibration, without the case(s). Please be sure to specify if you have a preferred carrier (UPS, FedEx, USPS, etc.).

### CONTACT INFO

COMPANY	PHONE
PERSON	EMAIL

### RETURN INSTRUCTIONS

Shipping options include next day air (NDA), 2-Day Air, Ground, or US Priority

<b>Instruments To:</b>	<b>Certificates To:</b>	<b>Invoice To:</b>
<b>Ship Via:</b>		

### REFURBISH SERVICES—YOUR INSTRUMENTS CAN LOOK LIKE NEW!

Shipping options include next day air (NDA), 2-Day Air, Ground, or US Priority

### SERVICES REQUESTED

Module	Serial Number	Cal	Rep	Refurb	Symptoms (Please note any/all issues experienced)

Advance notice helps us schedule: [customer.service@evergreentelemetry.com](mailto:customer.service@evergreentelemetry.com) **602.574.6192**

**Ship to: Evergreen Telemetry ATTN: Rep&Cal Lab, 624 S Perry Ln #102, Tempe, AZ 85281**



## REPAIR POLICIES AND WARRANTY

### Three Year Warranty

Evergreen Telemetry will repair any product defect due to manufacturing error at no charge. This includes problems with batteries, on/off switch, USB port, display backlight, broken sticks, etc. **Not Covered:** damage from drops, water damage, modules crushed beneath F350 tires, etc. Send us the sad remains for a Consolidation Discount (25% off list)

### Repair & Refurbish Pricing

#### Wrist Reporter

Cracked Display & Keypad	\$100
New Case, Display & Keypad	\$200

#### Differential Pressure Unit (PVF)

New Case	\$100
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#### Temp/Humidity

New Case	\$75
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#### Capture Hood

Paint scratches, replace skirt, frame	\$250
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#### New Carrying Cases: and fittings

KTAB	\$175	CH-8D	\$200	CH-15D/CH-3#	\$250
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### Calibration Pricing

#### Evergreen Meters

Differential Pressure Unit	\$495
Temperature Sensor & Probe	\$195
Temp Probe Only	\$100
Humidity Sensor	\$215
Water Sensor (125/250PSI)	\$495

#### Shortridge Meters

Shortridge ADM/HDM	\$495
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**TWO DAY GUARANTEE:** Modules sent in for CALIBRATION ONLY will not spend more than two days in the lab before being shipped

*\*Additional repair costs may be identified based on internal damage after initial technician's evaluation of modules. This can include re-wiring, board components, etc. These will be appraised on a case-by-case basis.*

Repair or replacement of certain board or internal issues can be costly when not under warranty. Outside of warranty, we'll soften the blow with a sliding scale, as is done with tire warranties. Cost will be based on years of age.

Age	4	5	6	7	8+
% list price	35	45	55	65	75

### Batteries

Evergreen Telemetry products use modern lithium ion batteries similar to those in cell phones. This technology offers the ultimate in power density and longevity.

Temperature and Humidity sensors use 1/2AA batteries (not rechargeable) field replaceable. Available in stores and at amazon.com for about \$5.

Wrist Reporters, Pressure Sensors, and Water Pressure sensors use rechargeable, flat batteries similar to cell phones. These are not field replaceable. Battery life is 3 to 10 years. Our factory replaces these free of charge during repairs if they are older than 3 years old, or found to be defective.

Shortridge ADM and HDM meters use very old technologies. Batteries are NiCAD or NiMH with short lifetimes. During calibration, Evergreen Telemetry will replace batteries, upon request, for \$45. Replacement batteries will be , rechargeable, NiMH, with a capacity of about 2000mAh.