



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

Instruments To:	Certificates To:	Invoice To:
Ship Via:		

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 **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

Calibration Pricing

Wrist Reporter		Evergreen Meters			
Cracked Display & Keypad	\$100	Differential Pressure Unit		\$495	
New Case, Display & Keypad	\$200	Temperature Sensor & Probe		\$195	
Differential Pressure Unit (PVF)		Temp Probe Only		\$100	
New Case	\$100	Humidity Sensor		\$215	
Temp/Humidity		Water Sensor (125/250PSI)		\$495	
New Case	\$75	Shortridge Meters			
Capture Hood		Shortridge ADM/HDM		\$495	
Paint scratches, replace skirt, frame	\$250				
and fittings					
New Carrying Cases:	KTAB \$175	CH-8D \$200	CH-15D/CH-3# \$250		

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.