

'Out of Warranty' repairs

Please attach an official order or written authorisation to cover the cost of the minimum repair value.

Minimum repair and service charge costs are as follows:

- **VISION** and **QAdvanced** data loggers cost **£65.00** (ex. VAT).
- Other items that are less than 7 years old cost **£50.00** (ex. VAT).
- Items that are more than 7 years old are considered beyond economical repair

The charges listed above **include** the cost of returning the repaired goods to any mainland UK address (outside the UK additional shipping charges will apply).

Note: It is your responsibility to send the goods to us (Data Harvest) in suitable packaging at your own cost. They remain your responsibility during transit until received by us.

Identifying the age of your equipment

The serial number can be used to help identify the age of a logger / interface:

- If it has an 8 digit serial number then the first four numbers indicates the month and year they were supplied (mm/yy) e.g.12042222 is December 2004, 05024444 is May 2002.
- If it has a 12 digit serial number then the first six numbers indicates the date they were manufactured in reverse (yy/mm/dd) e.g. 070512-xxxxxx is 12th May 2007, 100206-xxxxxx is 6th February 2010.

Sensors supplied from November 2018 have a QR code printed on their product label.



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Note: Sensors supplied prior to November 2018 don't have a QR code.

The return address for repairs is:

**Repairs & Servicing,
Data Harvest Group Ltd.,
Unit 1 Eden Way,
Pages Park Industrial Estate,
Leighton Buzzard,
Bedfordshire, LU7 4TZ**