

## **ECOM America Service Information** **Effective: January 1, 2009.**

**ECOM America Ltd.** maintains stock of all parts and accessories required to service the analyzers we manufacture. Our goal is to service and return your analyzer to you in a reasonable time period. Repair turnaround is typically ten (10) working days or less.

**ECOM America Ltd.** recommends factory service at least semi-annually. Analyzers used frequently should be calibrated at least monthly, and for compliance level testing, should be calibrated according to the applicable Test Protocol. This usually means prior to, and immediately after, the stack test. Factors affecting the calibration and response of gas sensors include, but are not limited to: Frequency & Duration of use, Concentration of gases measured, Extreme Shifts in ambient temperature (> 20 deg. F), and age of sensors.

**Suitability of use is the sole responsibility of the operator.**

### **Warranty Policy & Service Information**

**All ECOM Portable Emission Analyzers carry a 12-month warranty on parts, accessories, and sensors. The warranty will begin on the date the instrument is dispatched from ECOM America Ltd., Gainesville, Georgia USA. This warranty does not cover abuse or misuse.** All warranty and non-warranty repair or part claims require a **Return Authorization Number**, which may be obtained by telephone, fax, or through our website. When requesting the return authorization number, please provide the following information:

Company Name	Ship to:
Billing Address & Shipping Address	<b>ECOM America Ltd.</b>
Contact Person, Telephone & Fax Number	1628 Oakbrook Drive
Model & Serial Number of the Analyzer	Gainesville, Georgia 30507
Reason for Return / Repair	Toll Free: 877.326.6411
Purchase Order Number / Credit Card Number	Telephone: 770.532.3280
Preferred method of Return Shipping	Fax: 770.532.2767
	E-mail: <a href="mailto:ecom.service@ecomusa.com">ecom.service@ecomusa.com</a>

The shipping charges to return the analyzer to ECOM are the responsibility of the customer. On warranty service, ECOM will pay return shipping cost, based on UPS Ground rates. Any additional shipping charges, duty, customs fees and taxes are the responsibility of the consignee.

**TERMS:** Repair charges are **DUE UPON RECEIPT.**  
**Export orders require pre-payment by wire transfer or Bank Check prior to shipment.**

We accept Company Check, Wire Transfers, MasterCard, Visa, and American Express credit cards.

**FOB:** Gainesville, Georgia USA.

Warranty service includes the cost of parts and labor to repair the analyzer. A charge of \$95.00 will be assessed to cover the calibration gas fee. Note: ECOM Analyzers & Parts within the warranty period should be returned to ECOM for repair or replacement at our discretion. Factory authorized service requires return of failed parts to ECOM for evaluation. Failed parts will be repaired or replaced, at ECOM's discretion. Non-factory authorized service voids original warranty.