



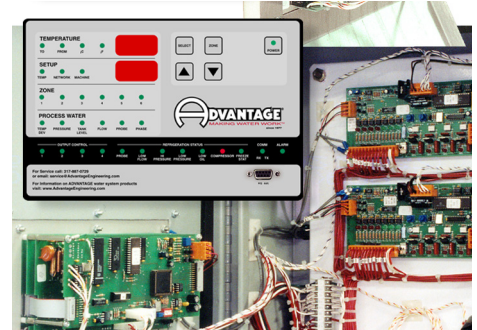
## ELECTRONIC INSTRUMENT REPAIR POLICY & PROCEDURE

All control instruments used in Advantage Engineering liquid chillers, temperature control units and water systems are covered by the machine's warranty. Proprietary "tailor made" instruments are manufactured by Advantage Electronics.

**If you experience problems with your Advantage control instrument, it's as easy as 1-2-3 to execute our repair or replacement system in order to get your Advantage Engineering equipment running.**

### ☐ IN WARRANTY SERVICE INCIDENT

1. Call Advantage Service at 317-887-0729 for diagnostic assistance.
2. If a control instrument is determined to be at fault, a new or reconditioned instrument will be sent as a replacement.
3. Return the faulty instrument freight pre-paid for a full credit. **If the faulty instrument is not returned you will need to pay for it.**
4. Please provide a symptom for the faulty instrument.
5. Use the supplied shipping label to return the instrument.



### ☐ OUT-OF-WARRANTY SERVICE INCIDENT

1. Call Advantage Service at 317-887-0729 for diagnostic assistance.
2. If a control instrument is determined to be at fault, you will be referred to the instrument manufacturer, Advantage Electronics. You have 3 options:
  - a. Purchase a new instrument as a replacement.
  - b. Send your instrument back for repair, freight prepaid. For a nominal fee your instrument will be repaired and returned.
  - c. Do both and have a spare one on the shelf.
3. When sending your instrument back for repair, ***include this form in the box.*** Do not disassemble the instrument.

### OTHER INFORMATION

1. Repair charges: Inspection - free; Repair - **\$290.00**. Terms: **Net 30 Days or Credit Card**
2. Repair Warranty: 1 year. *After 40 days repair cost is \$300 each*
3. **Ship to: Advantage ELECTRONICS 525 E. Stop 18 Road Greenwood, IN 46143**  
**Attention: Repairs. (317-888-1946)**  
*Go Paperless - ACH payments accepted*
4. Include in box: part, purchase order, contact name, phone number, symptom (if known).

Visa / MC / AE / PO# _____	Exp _____ CVV _____	Symptom _____
Contact Name _____	_____	
Company _____	_____	
Shipping Address _____	_____	
City _____ State _____ Zip _____	Billing Email _____	_____
Return Via _____ Account # _____	Instrument Part # _____	_____
Service Level _____	Instrument Serial # _____	_____
Ground    Next Day    Early AM    2 Day    3 Day	Machine Model # _____	_____
Phone: _____	Machine Serial # _____	_____
Email: _____	_____	

Pricing and return policy subject to change without notice or liability. Consult factory for current pricing and return policy.

**Remember to Promptly Return Instrument Supplied Under Warranty.**