

## QUALITY REPAIR QUICKLY™ (QRQ)

### OUR MISSION

To provide North American customers with a rapid and reliable product repair service that meets or exceeds the industry standards.

### OUR SERVICE

- Provide domestic repair functions for those products deemed justifiable (economical) to repair.
- Provide qualified factory trained repair technicians.
- Provide restoration to the original factory specifications, including all original third party approvals.
- Provide a viable process for facilitating the disposition of those items deemed non-repairable.

**NOTE:** If a detailed fault analysis is required, please consult with the Repair Coordination team for custom price and delivery information at 800-642-8737

### NON-REPAIRABLE ITEMS

It is understood that many items have a replacement value of such a nature that it is not economically feasible to perform any evaluation of failure and/or repair. Such models are so designated below as non-repairable.

If you insist that an evaluation be performed on any products listed below as non-repairable, a non cancelable "Check-out" fee will be imposed, and a purchase order number will be required.

**LEVEL:** FTM260, FTL20, FTL260, FTL3x, FTL330L, FTL320, FTL325N/P, FTC260, FTC262, FMB662, FMC661/662, FTC968, LSC968, LSC1110, LSC1111, LSC1112/1113, LSC1120, LSC1133/1135/1136, 135/1300 series probes, 7046/7048/7050/7052 series probes, FAR10, FMU86x version ending with 3 (HART Comm. Card), FMU800, FMU801, FMX160, FMX165, FMX167, FDU80, FDU81, FDU82, FDU83, FDU85, FDU86, FDU90/91/92/93/95/96, FDU10C/10S, ZAD423, 6010, FTE31

**PRESSURE:** PMC131

**DISPLAYS/COMPONENTS/RECORDERS:** ASP 9461D, ASP 9465D, ASP 9565D, FTE 30/31, HTA 380, HTA 423, RD10 (Metalog), RD10S (Metalog3), Multi-Count, Multi-Event, Multi-Log, Multi-Rub, Multi-Var, NX9120/9121, NY9170Z, Primo-Bin/Bit, Primo-Count II, Primo-Event, Primo-Log, RB222Z, RIA141, RIA250, RIA251, RIA261, RIA450, RIA452, RIA550, RID261, RMA421, RMA422, RNS221, RN221N, RTA421

**TEMPERATURE:** TMD831/832/834/842, TMT121/122, TMT180/181/182/184/187/188

**ANALYSIS:** All pH probes, electrodes, for all other analysis items please consult with the Repair Coordination Team at 800-642-8737

QRQ-01012010

**LEVEL REPAIR FIXED PRICE LIST**

Published: **October 1, 2011**  
 Changes Effective: **October 1, 2011**



**NOTE: OLDER ITEMS MAY HAVE TO GO TO GERMANY FOR REPAIR -- PRICING DOES NOT INCLUDE SHIPPING CHARGES.**

		SC USA
CHECK OUT	EXPEDITE FEE	Repair Price

**CAPACITANCE / PROBES / FLANGES**

FTC968 Any version	\$180		NOT REPAIRABLE
LSC968 Any version	\$180		NOT REPAIRABLE
LSC1110 / 1111 Any version	\$180		NOT REPAIRABLE
LSC1112 / 1113 Any version	\$180		NOT REPAIRABLE
LSC1120 Any version	\$180		NOT REPAIRABLE
LSC1133 Any version	\$180		NOT REPAIRABLE
LSC1135 / LSC1136 Any version	\$180		NOT REPAIRABLE
1300 (std.) Series	\$180		NOT REPAIRABLE
135 (high temp)	\$180		NOT REPAIRABLE
7046 Any version	\$180		NOT REPAIRABLE
7048 Any version	\$180		NOT REPAIRABLE
7050 Any version	\$180		NOT REPAIRABLE
7052 Any version	\$180		NOT REPAIRABLE

**MULTICAP T**

DC11TAN Any version	\$180	\$250	Consult Factory
DC11TAS Any version	\$180	\$250	Consult Factory
DC12TA Any version	\$180	\$250	Consult Factory
DC16TAN Any version	\$180	\$250	Consult Factory
DC16TAS Any version	\$180	\$250	Consult Factory
DC21TA# Any version	\$180	\$250	Consult Factory
DC26TA# Any version	\$180	\$250	Consult Factory

**MINICAP**

FTC260 Any version	\$180		NOT REPAIRABLE
FTC262 Any version	\$180		NOT REPAIRABLE

**PROLEVEL**

FMC661, FMC662, FMB662 Any versions	\$180		NOT REPAIRABLE
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**LIQUICAP M**

FTI 51/52 Any version	\$180	\$250	\$677
FMI 51/52 Any version	\$180	\$250	\$751

**SOLICAP M**

FTI 55/56 Any version	\$180		Consult Factory
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**SOLIPHANT**

FTM20 All versions	\$180	\$250	\$420
FTM21 All versions	\$180	\$250	\$420
FTM260 All versions	\$180		NOT REPAIRABLE
FTM30 All versions	\$180	\$250	\$462
FTM31 All versions	\$180	\$250	\$525
FTM32 All versions	\$180	\$250	\$499
FTM30D All versions	\$180	\$250	\$465
FTM31D All versions	\$180	\$250	\$527
FTM32D All versions	\$180	\$250	\$502
FTM30DR/31DR/32DR Any version except CSA versions	\$180	\$250	\$579
FTM30S All versions	\$180	\$250	\$465
FTM31S All versions	\$180	\$250	\$528
FTM32S All versions	\$180	\$250	\$503
FTM50/51/52 All versions	\$180	\$250	\$593

**LIQUIPHANT M / LIQUIPHANT S**

FTL20 Any versions	\$180		NOT REPAIRABLE
FTL260 Any versions	\$180		NOT REPAIRABLE
FTL330L Any versions	\$180		NOT REPAIRABLE
FTL3x Any versions	\$180		NOT REPAIRABLE
FTL50 All versions	\$180	\$250	\$237
FTL50H All versions	\$180	\$250	\$275
FTL51 All versions	\$180	\$250	\$275
FTL51H All versions	\$180	\$250	\$319
FTL51C All versions	\$180	\$250	Consult Factory
FTL70 Any version	\$180	\$250	Consult Factory
FTL71 Any version	\$180	\$250	Consult Factory

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**NOTE: OLDER ITEMS MAY HAVE TO GO TO GERMANY FOR REPAIR -- PRICING DOES NOT INCLUDE SHIPPING CHARGES.**

			SC USA
	CHECK OUT	EXPEDITE FEE	Repair Price
FTL320 Any version	\$180		NOT REPAIRABLE
FTL325N Any version	\$180		NOT REPAIRABLE
FTL325P Any version	\$180		NOT REPAIRABLE

**MICROPILOT**

FMR130 Any version	\$180		NOT REPAIRABLE
FMR131 Any version	\$180		NOT REPAIRABLE
FAR10 Any version	\$180		NOT REPAIRABLE
<i>If repair is needed for process connection /sensor and electronics, add applicable pricing</i>			
<b>FMR230-</b>			
HART, any repair except for process connection	\$180	\$250	\$979
Profibus PA, any repair except for process connection	\$180	\$250	\$1,169
Foundation Fieldbus, any repair except for process connection	\$180	\$250	\$1,475
all versions, any repair at process connection	\$180	\$250	\$149+FMR230X
all versions, antenna replacement	\$180	\$250	\$149+ant. per list
<b>FMR231-</b>			
HART, any repair except for process connection	\$180	\$250	\$979
Profibus PA, any repair except for process connection	\$180	\$250	\$1,169
Foundation Fieldbus, any repair except for process connection	\$180	\$250	\$1,475
all versions, any repair at process connection	\$180	\$250	\$149+FMR231X
all versions, antenna replacement	\$180	\$250	\$149+ant. per list
<b>FMR240-</b>			
HART, any repair except for process connection	\$180	\$250	\$979
Profibus PA, any repair except for process connection	\$180	\$250	\$1,169
Foundation Fieldbus, any repair except for process connection	\$180	\$250	\$1,475
all versions, any repair at process connection	\$180	\$250	\$149+FMR240X
all versions, antenna replacement	\$180	\$250	\$149+ant. per list
<b>FMR244</b>			
HART, any repair except for process connection	\$180	\$250	\$979
Profibus PA, any repair except for process connection	\$180	\$250	\$1,169
Foundation Fieldbus, any repair except for process connection	\$180	\$250	\$1,475
all versions, any repair at process connection	\$180	\$250	\$149+FMR244X
<b>FMR245</b>			
HART, any repair except for process connection	\$180	\$250	\$979
Profibus PA, any repair except for process connection	\$180	\$250	\$1,169
Foundation Fieldbus, any repair except for process connection	\$180	\$250	\$1,475
all versions, any repair at process connection	\$180	\$250	\$149+FMR245X
<b>FMR250</b> All versions	\$180	\$250	Consult Factory
<b>FMR530/531/532/533</b> All versions	\$180	\$250	Consult Factory

**LEVELFLEX**

<i>If repair is needed for process connection /sensor and electronics, add applicable pricing</i>			
<b>FMP40</b>			
HART, any repair except for process connection / sensor	\$180	\$250	\$898
Profibus PA, any repair except for process connection / sensor	\$180	\$250	\$1,096
Foundation Fieldbus, any repair except for process connection / sensor	\$180	\$250	\$1,416
all versions, any repair at process connection	\$180	\$250	\$149+FMP40X
all versions, any repair sensor only	\$180	\$250	\$149+FMP40X1
<b>FMP41C</b>			
HART, any repair except for process connection / sensor	\$180	\$250	\$898
Profibus PA, any repair except for process connection / sensor	\$180	\$250	\$1,096
Foundation Fieldbus, any repair except for process connection / sensor	\$180	\$250	\$1,416
all versions, any repair at process connection	\$180	\$250	\$149+FMP41CX
all versions, any repair sensor only	\$180	\$250	\$149+FMP41CX1
<b>FMP43</b>			
HART, any repair except for process connection / sensor	\$180	\$250	\$898
Profibus PA, any repair except for process connection / sensor	\$180	\$250	\$1,096
Foundation Fieldbus, any repair except for process connection / sensor	\$180	\$250	\$1,416
all versions, any repair at process connection	\$180		NOT REPAIRABLE
all versions, any repair sensor only	\$180	\$250	\$149+FMP43X1
<b>FMP45</b>			

**LEVEL REPAIR FIXED PRICE LIST**

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**NOTE: OLDER ITEMS MAY HAVE TO GO TO GERMANY FOR REPAIR -- PRICING DOES NOT INCLUDE SHIPPING CHARGES.**

			SC USA
	CHECK OUT	EXPEDITE FEE	Repair Price
HART, any repair except for process connection / sensor	\$180	\$250	\$898
Profibus PA, any repair except for process connection / sensor	\$180	\$250	\$1,096
Foundation Fieldbus, any repair except for process connection / sensor	\$180	\$250	\$1,416
all versions, any repair at process connection	\$180		NOT REPAIRABLE
all versions, any repair sensor only	\$180	\$250	\$149+FMP45X1

**PROSONIC**

FMT131 Any version	\$180	\$250	Consult Factory
FMU130A/131A Any versions	\$180		NOT REPAIRABLE
FMU230A/231A Any versions	\$180		NOT REPAIRABLE
FMU232 Any versions	\$180		NOT REPAIRABLE
FTU230A Any versions	\$180	\$250	\$423
FTU231A Any versions	\$180	\$250	\$514
FMU40/41/42/43/44 Any version	\$180	\$250	Consult Factory
FMU860 R-1-E-(1,2)-B-8	\$180	\$250	\$818
FMU861 R-1-F-(1,2)-B-8	\$180	\$250	\$818
FMU862 R-1-F-2-B-8	\$180	\$250	\$818
FMU86x All other versions, except ending in '3'	\$180	\$250	\$818
FMU86x Any versions ending in '3' (Hart Communication Card)	\$180		NOT REPAIRABLE
FMU800 Any version	\$180		NOT REPAIRABLE
FMU801 Any version	\$180		NOT REPAIRABLE
FMU90 Any version	\$180	\$250	Consult Factory
FDU80 Any versions	\$180		NOT REPAIRABLE
FDU80F Any versions	\$180		NOT REPAIRABLE
FDU81 Any version	\$180		NOT REPAIRABLE
FDU81F Any versions	\$180		NOT REPAIRABLE
FDU82/83/85/86 Any version	\$180		NOT REPAIRABLE
FDU90/91/91F/92/93/95/96 Any version	\$180		NOT REPAIRABLE

**NIVOPULS**

FDU10C and FDU10S Any versions	\$180		NOT REPAIRABLE
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**ELECTROMECHANICAL**

FMM50 Any version			Consult Factory
FMM460 Any version	\$180		NOT REPAIRABLE
FMM760 Any version	\$180		NOT REPAIRABLE
ZAD423 Any version	\$180		NOT REPAIRABLE
6010 Any version	\$180		NOT REPAIRABLE
FTE31 Any version	\$180		NOT REPAIRABLE

**NOTE: OLDER ITEMS MAY HAVE TO SHIP TO GERMANY FOR REPAIR -- PRICING ABOVE DOES NOT INCLUDE SHIPPING CHARGES.**

**PRESSURE FIXED REPAIR PRICE LIST**



Recalibration \$300 per unit - Recalibration with adjustment \$420 per unit

Published: **October 1, 2011**

Changes Effective: **October 1, 2011**

**NOTE: OLDER ITEMS MAY HAVE TO GO TO GERMANY FOR REPAIR -- PRICING DOES NOT INCLUDE SHIPPING CHARGES.**

										CHECK OUT	EXPEDITE FEE	SC USA Repair Price
PMC731	ANY									\$180		NOT REPAIRABLE
PMP731	ANY									\$180		NOT REPAIRABLE
PMC631	ANY									\$180		NOT REPAIRABLE
PMP635	ANY									\$180		NOT REPAIRABLE
PMC635	ANY									\$180	\$250	\$563
PMC131	ANY									\$180		NOT REPAIRABLE
PMD230	ANY									\$180		NOT REPAIRABLE
PMD235	ANY									\$180		NOT REPAIRABLE
FMD230	ANY									\$180		NOT REPAIRABLE
FMD630	ANY									\$180		NOT REPAIRABLE
FMD633	ANY									\$180		NOT REPAIRABLE
DB50A	ANY									\$180	\$250	\$649
<b>DB50S</b>												
Certificate	Version/Material	Proc.Connect	Range	Cell Type	Cell Seal	Electronic Insert	Housing	Add'l Options				
A	C	00,57	FA,FB, FC,FD	1	4	E,G	E3	0	\$180	\$250	\$818	
All other versions										\$180	\$250	Consult Factory
DB51A	ANY									\$180	\$250	\$655
DB52A	ANY									\$180	\$250	\$677
DB53A	ANY									\$180	\$250	\$775
PMC41	ANY									\$180	\$250	\$539
PMC45	ANY									\$180	\$250	\$633
PMP45	ANY									\$180	\$250	\$409
<b>PMP41</b>												
Certificate	Housing	Sensor	Calib.	Elec Insert	Access.	Proc.Connect	Membrane					
C,M,P, R,S,T	A1,C1, C2,K1,K2, L1,L2	3P,3S,3U,3Z, 4H,4S,4U,4Z 3H,3M,4M, 4P,7H,7M,7P	ANY	A,C,H,J,P,R	1,2	1F,1G,1M,1X	1,P		\$180	\$250	\$378	
All other versions										\$180	\$250	Consult Factory
PMP46	ANY									\$180	\$250	\$589
PMP48	ANY									\$180	\$250	\$823
FMD76	ANY									\$180	\$250	\$1,179
FMD77	ANY									\$180	\$250	\$1,224
FMD78	ANY									\$180	\$250	\$1,610
PMC71	ANY									\$180	\$250	\$649
PMD70	ANY									\$180	\$250	\$655
PMD75	ANY									\$180	\$250	\$632
PMP71	ANY									\$180	\$250	\$632
PMP75	ANY									\$180	\$250	\$805

**NOTE: OLDER ITEMS MAY HAVE TO GO TO GERMANY FOR REPAIR -- ABOVE PRICING DOES NOT INCLUDE SHIPPING CHARGES.**

**Wetzer Repair fixed price list**

**Temperature**



valid from **Oct. 1, 2011**

Published: **October 1, 2011**

Unit	CHECK OUT	EXPEDITE FEE	SC List Price	SC Maintenance List Price	Repair Location
	TMD 831	\$180		NOT REPAIRABLE	NOT REPAIRABLE
TMD 832	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
TMD 834	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
TMD 842	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
TMT 121	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
TMT 122	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
TMT 142	\$180	\$250	\$412	\$222	Germany
TMT 162	\$180	\$250	\$463	\$222	Greenwood
TMT 180	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
TMT 181 / 182	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
TMT 184	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
TMT 187 / 188	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
Uni-Bit	\$180	\$250	\$1,109	\$477	Germany

**Note:** Prices do not include any shipping charges to Europe.

**REPLACEMENT:**

- 30% discount on US List Price

- 40% discount when purchased with start-up (startup purchases receive a total of 3 years of warranty for no additional charge)

Unit			SC	SC Maintenance	Repair
	Check Out	Expedite Fee	List Price Repair	List Price	Location
RSA 10 (Alphalog L)	\$180	\$250	\$1,036	\$486	Germany
RSA 12 (Alphalog P)	\$180	\$250	\$1,036	\$486	Germany
ASP Station 2000 cpl. (no cupboard defects)	\$180	\$250	\$1,679	\$508	Germany
ASP Station 2000 controller	\$180	\$250	\$1,079	\$333	Germany
ASP 9461 D Controller without pump	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
ASP 9465 D Controller without pump	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
ASP 9565 D Controller without pump	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RSL (Chromalog SL)	\$180	\$250	\$950	\$508	Germany
CHROSP (Chromalog SP)	\$180	\$250	\$1,015	\$508	Germany
RSG 20 (EcoGraph)	\$180	\$250	\$1,270	\$508	Greenwood
RSG 22 (EcoGraph A)	\$180	\$250	\$1,270	\$508	Greenwood
RSG 24 (EcoGraph C)	\$180	\$250	\$1,270	\$508	Greenwood
RSG 30 (EcoGraph T)	\$180	\$250	\$671	\$365	Greenwood
FTE 30	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
FTE 31	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
HTA 380	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
HTA 423	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
Controller A/A2 without pump	\$180	\$250	\$1,269	\$603	Germany
Controller D/D2 without pump	\$180	\$250	\$1,330	\$603	Germany
Liqui-Port 2000	\$180	\$250	\$698	\$380	Germany
Liqui-Port 2000 (Controller)	\$180	\$250	\$1,585	\$508	Germany
RD 10 (MegaLog)	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RD 10S (MegaLog 3)	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
MT (MegaLog T)	\$180	\$250	\$1,394	\$571	Germany
TL (MegaLog TL)	\$180	\$250	\$1,458	\$571	Germany
TN (MegaLog TN)	\$180	\$250	\$1,522	\$571	Germany
TP (MegaLog TP)	\$180	\$250	\$1,394	\$571	Germany
RSG 10 (MemoGraph)	\$180	\$250	\$1,648	\$571	Greenwood
RSG 12 (MemoGraph S)	\$180	\$250	\$1,680	\$571	Greenwood
MemoGraph M	\$180	\$250	\$1,648	\$571	Greenwood
RD 10 (MemoLog)	\$180	\$250	\$1,363	\$476	Germany
RD 10S (MemoLog S)	\$180	\$250	\$1,363	\$476	Germany
RDL 10 (MiniLog B)	\$180	\$250	\$318	\$174	Germany
Multi-Count	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
Multi-Event	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
Multi-Log	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
Multi-RÜB	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
Multi-Var	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
NX 9120	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
NX 9121	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
NY 9170 Z	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
Primo-Bin	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
Primo-Bit	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
Primo-Count II	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
Primo-Event	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
Primo-Log	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RB 222Z	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RIA 141	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RIA 250	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RIA 251	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RIA 261	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RIA 450	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RIA 452	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RIA 550	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RID261	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RMA 421	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RMA 422	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RMS 621	\$180	\$250	\$730	\$412	Greenwood
RMC 621	\$180	\$250	\$1,110	\$477	Greenwood
RMM 621	\$180	\$250	\$1,110	\$477	Germany
RN 221/Z	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RN 221N	\$180		NOT REPAIRABLE	NOT REPAIRABLE	
RTA 421	\$180		NOT REPAIRABLE	NOT REPAIRABLE	

**Note: Prices do not include any shipping charges to Europe.**

**REPLACEMENT:**

- 30% discount on US List Price

- 40% discount when purchased with start-up (startup purchases receive a total of 3 years of warranty for no additional charge)

**Conducta REPAIR FIXED PRICE LIST**

valid from Oct. 1, 2011

Published: Oct. 1, 2011



NOTE: BELOW PRICING DOES NOT INCLUDE SHIPPING CHARGES TO EUROPE

Product	Comment			SC Repair List Price	Maintenance Price	Repair Location
		CHECK OUT	EXPEDITE FEE			
CPA111	Without electrode	\$180	\$250	\$237		US
CPA140	W.o. electr., on a time and mat. basis	\$180	\$250	Consult Factory		US
CPA240	W.o. electr., on a time and mat. basis	\$180	\$250	Consult Factory		US
CPA250	Without electrode	\$180	\$250	\$327		US
CPA320	Without electrode	\$180	\$250	\$822		US
CPA440	Without electrode	\$180	\$250	\$327		US
CPA441	Without electrode	\$180	\$250	\$614		US
CPA450	Without electrode	\$180	\$250	\$525		US
CPA451	On a time and material basis	\$180	\$250	Consult Factory		US
CPA460/461/462	Obsolete	Obsolete	Obsolete	Obsolete		
CPA463/463S	Without electrode	\$180	\$250	\$2,445		US
CPA465	Without electrode	\$180	\$250	\$2,650		US
CPA471	Without Kalrez gasket, without electr.	\$180	\$250	\$1,365		US
CPA471	With Kalrez gasket, without electr.	\$180	\$250	\$1,915		US
CPA472	Without Kalrez gasket, without electr.	\$180	\$250	\$1,475		US
CPA472	With Kalrez gasket, without electr.	\$180	\$250	\$1,980		US
CPA473	W.o.Perfluorelastomer gasket, w.o. el.	\$180	\$250	\$2,275		US
CPA473	With Perfluorelastomer gasket, w.o. el.	\$180	\$250	\$2,450		US
CPA474	W.o.Perfluorelastomer gasket, w.o. el.	\$180	\$250	\$2,275		US
CPA474	With Perfluorelastomer gasket, w.o. el.	\$180	\$250	\$2,450		US
CPA475	Without electrode	\$180	\$250	\$1,915		US
CPA477	W.o. electr., on a time and mat. basis	\$180	\$250	Consult Factory		US
CPA510	Without electrode	\$180	\$250	\$327		US
CPA530	Without electrode	\$180	\$250	\$427		US
CPA610	Obsolete	Obsolete	Obsolete	Obsolete		
CPK1/2/3/6/7/9/12	Only Check, Repair is not possible	\$180		NOT REPAIRABLE	175	US
CYK10	Only Check, Repair is not possible	\$180		NOT REPAIRABLE	175	US
CPR2	Obsolete	Obsolete	Obsolete	Obsolete		
CPS11/12/13	Only Check, Repair is not possible	\$180		NOT REPAIRABLE	175	US
CPS21	Only Check, Repair is not possible	\$180		NOT REPAIRABLE	175	US
CPS22/23	Obsolete	Obsolete	Obsolete	Obsolete		
CPS31	Only Check, Repair is not possible	\$180		NOT REPAIRABLE	175	US
CPS32/33	Obsolete	Obsolete	Obsolete	Obsolete		
CPS41/42/43	Only Check, Repair is not possible	\$180		NOT REPAIRABLE	175	US
CPS51/52	Only Check, Repair is not possible	\$180		NOT REPAIRABLE	175	US
CPS64/65	Only Check, Repair is not possible	\$180		NOT REPAIRABLE	175	US
CPS71/72	Only Check, Repair is not possible	\$180		NOT REPAIRABLE	175	US
CPS91	Only Check, Repair is not possible	\$180		NOT REPAIRABLE	175	US
CPS401	Obsolete	Obsolete	Obsolete	Obsolete		
CPS441/471/491	Only Check, Repair is not possible	\$180		NOT REPAIRABLE	175	US
CPF81/82	Only Check, Repair is not possible	\$180		NOT REPAIRABLE	175	US
CPF91	Only Check, Repair is not possible	\$180		NOT REPAIRABLE	175	US
CPF92	Obsolete	Obsolete	Obsolete	Obsolete		
CPF201	Only Check, Repair is not possible	\$180		NOT REPAIRABLE	175	US
CPM120/121	Obsolete	Obsolete	Obsolete	Obsolete		
CPM130	Obsolete	Obsolete	Obsolete	Obsolete		
CPM140/141/141S	Obsolete	Obsolete	Obsolete	Obsolete		
CPM151/152/152Z	Obsolete	Obsolete	Obsolete	Obsolete		
CPM153		\$180	\$250	\$938		US
CPM153 ex		\$180	\$250	\$1,075		US
CPM153	Conversion from glass/IsFET to Memosens	\$180	\$250	\$385		US
CPM220/221	Obsolete	Obsolete	Obsolete	Obsolete		
CPM223		\$180	\$250	\$765		US
CPM223	Conversion from glass/IsFET to Memosens	\$180	\$250	\$385		US
CPM230/240/240S/252	Obsolete	Obsolete	Obsolete	Obsolete		
CPM253		\$180	\$250	\$930		US
CPM253	Conversion from glass/IsFET to Memosens	\$180	\$250	\$386		US

pH ORP

**Conducta REPAIR FIXED PRICE LIST**

valid from Oct. 1, 2011

Published: Oct. 1, 2011

NOTE: BELOW PRICING DOES NOT INCLUDE SHIPPING CHARGES TO EUROPE

Product	Comment			SC Repair List Price	Maintenance Price	Repair Location	
		CHECK OUT	EXPEDITE FEE				
pH ORP	CPM340/340Z	Obsolete	Obsolete	\$250	Obsolete		
	CPM431			\$180	\$930	US	
	CPM440/440Z	Obsolete	Obsolete	Obsolete	Obsolete		
	CM42			\$180	\$250	\$870	US
	CM42 Ex			\$180	\$250	\$930	US
	CYR10	External Repair	\$180	\$250	\$875		Germany
	CYR10Z	External Repair	\$180	\$250	\$1,515		Germany
	CYR20		\$180	\$250	\$365		US
	CCA250		\$180	\$250	\$229		US
Chlorine Chlorine Dioxide	CCS120		\$180	\$250	\$585	US	
	CCS140/141	Standard regeneration	\$180	\$250	\$700	US	
	CCS240/241	Standard regeneration	\$180	\$250	\$700	US	
	CCM120/121/130	Obsolete	Obsolete	Obsolete	Obsolete		
	CCM140/141/141S	Obsolete	Obsolete	Obsolete	Obsolete		
	CCM151	Obsolete	Obsolete	Obsolete	Obsolete		
	CCM182	On time and material basis	\$180	\$250	Consult Factory		US
	CCM223		\$180	\$250	\$765		US
	CCM230	Obsolete	Obsolete	Obsolete	Obsolete		
	CCM253		\$180	\$250	\$930		US
	CCM360		\$180	\$250	\$930		US
	CLA111		\$180	\$250	\$229		US
Conductivity	CLS10/11	Obsolete	Obsolete	Obsolete	Obsolete		
	CLS12	Repair and quality certificate	\$180	\$250	\$427		US
	CLS13	Repair and quality certificate	\$180	\$250	\$815		US
	CLS15	Check, repair and quality certificate	\$180	\$250	\$315		US
	CLS16		\$180	\$250	\$559		US
	CLS19	Checking and cleaning, no repair	\$180	\$250	\$155		US
	CLS20	Obsolete	Obsolete	Obsolete	Obsolete		
	CLS21	Check, repair and quality certificate	\$180	\$250	\$315		US
	CLS30/31/40/41	Obsolete	Obsolete	Obsolete	Obsolete		
	CLS50	Checking and cleaning, no repair	\$180	\$250	\$155		US
	CLS51	Obsolete	Obsolete	Obsolete	Obsolete		
	CLS52	Checking and cleaning, no repair	\$180	\$250	\$155		US
	CLD130	Obsolete	Obsolete	Obsolete	Obsolete		
	CLD132	Repair not including the sensor	\$180	\$250	\$930		US
	CLD132	Repair including the sensor	\$180	\$250	\$1,225		US
	CLD133		\$180	\$250	\$386		US
	CLD134	Repair not including the sensor	\$180	\$250	\$930		US
	CLD134	Repair including the sensor	\$180	\$250	\$1,225		US
	CLD431		\$180	\$250	\$1,435		US
	CLM120/121/130	Obsolete	Obsolete	Obsolete	Obsolete		
	CLM140/141/141S	Obsolete	Obsolete	Obsolete	Obsolete		
	CLM151/152/152Z	Obsolete	Obsolete	Obsolete	Obsolete		
	CLM153		\$180	\$250	\$940		US
	CLM170	Obsolete	Obsolete	Obsolete	Obsolete		
	CLM210/220/221	Obsolete	Obsolete	Obsolete	Obsolete		
	CLM223/223F		\$180	\$250	\$765		US
	CLM230/240/240S	Obsolete	Obsolete	Obsolete	Obsolete		
	CLM252	Obsolete	Obsolete	Obsolete	Obsolete		
	CLM253		\$180	\$250	\$930		US
	CLM431		\$180	\$250	\$930		US
	CLM440/440Z	Obsolete	Obsolete	Obsolete	Obsolete		
	CM42		\$180	\$250	\$870		US
	CM42 Ex		\$180	\$250	\$930		US
ConCal	Recalibration Only (repair/recal at Gerlingen)	\$180	\$250	\$1,400		Germany	
COA117	Obsolete	Obsolete	Obsolete	Obsolete			
COA250		\$180	\$250	\$327		US	

**Conducta REPAIR FIXED PRICE LIST**

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Product	Comment			SC Repair List Price	Maintenance Price	Repair Location
		CHECK OUT	EXPEDITE FEE			
Dissolved Oxygen	COA260	On a time and material basis	\$180	\$250	Consult Factory	US
	COA451	On a time and material basis	\$180	\$250	Consult Factory	US
	COA461		\$180	\$250	\$1,225	US
	COS3/3HD/3S	Standard regeneration	\$180	\$250	\$700	US
	COS4/4HD	Standard regeneration	\$180	\$250	\$615	US
	COS31	Standard regeneration	\$180	\$250	\$615	US
	COS31	Standard regeneration + new cable	\$180	\$250	\$820	US
	COS31	Standard regeneration + new electronics	\$180	\$250	\$860	US
	COS31	New sensor head	\$180	\$250	\$765	US
	COS41	Standard regeneration	\$180	\$250	\$615	US
	COS61		\$180	\$250	\$615	US
	COS71	Standard regeneration	\$180	\$250	\$615	US
	COS71	Standard regeneration + new cable	\$180	\$250	\$820	US
	COS71	Standard regeneration + new electronics	\$180	\$250	\$860	US
	COS71	New sensor head	\$180	\$250	\$839	US
	COM120/121/130	Obsolete	Obsolete	Obsolete	Obsolete	
	COM140/141/141S	Obsolete	Obsolete	Obsolete	Obsolete	
	COM151	Obsolete	Obsolete	Obsolete	Obsolete	
	COM220/221	Obsolete	Obsolete	Obsolete	Obsolete	
	COM223/223F		\$180	\$250	\$765	US
COM240/240S	Obsolete	Obsolete	Obsolete	Obsolete		
COM252	Obsolete	Obsolete	Obsolete	Obsolete		
COM253/253F		\$180	\$250	\$930	US	
COM340	Obsolete	Obsolete	Obsolete	Obsolete		
Turbidity	CUA250		\$180	\$250	\$303	US
	CUA451	On a time and material basis	\$180	\$250	Consult Factory	US
	CUA461		\$180	\$250	\$1,135	US
	CUS1/3/4/5	Obsolete	Obsolete	Obsolete	Obsolete	
	CUS31-A		\$180	\$250	\$525	US
	CUS31-W		\$180	\$250	\$615	US
	CUS31-A	Upgrade to CUS31-W, check, calibrat. (Waldhe	\$180	\$250	\$1,575	Germany
	CUS31-E	Addit. Price when new assembly required (Wald	\$180	\$250	\$1,111	Germany
	CUS31-S	Addit. Price when new assembly required (Wald	\$180	\$250	\$1,745	Germany
	CUS41-A	(Waldheim)	\$180	\$250	\$815	Germany
	CUS41-W	(Waldheim)	\$180	\$250	\$930	Germany
	CUS41-A	Upgrade to CUS41-W, check, calibrat. (Waldhe	\$180	\$250	\$1,575	Germany
	CUS61/62/63/64/65	On a time and material basis (Waldheim)	\$180	\$250	Consult Factory	Germany
	CUS70	Only checking, no repair	\$180		NOT REPAIRABLE	\$270 US
	CUM121	Obsolete	Obsolete	Obsolete	Obsolete	
	CUM141/141S	Obsolete	Obsolete	Obsolete	Obsolete	
	CUM151	Obsolete	Obsolete	Obsolete	Obsolete	
	CUM221	Obsolete	Obsolete	Obsolete	Obsolete	
	CUM223		\$180	\$250	\$745	US
	CUM252	Obsolete	Obsolete	Obsolete	Obsolete	
	CUM253		\$180	\$250	\$905	US
	CUM740	On a time and material basis	\$180	\$250	Consult Factory	\$301 US
	CUM750	On a time and material basis	\$180	\$250	Consult Factory	\$633 US
	CNM750	On a time and material basis	\$180	\$250	Consult Factory	\$299 US
	CSM750	On a time and material basis	\$180	\$250	Consult Factory	\$299 US
	CUC101	On a time and material basis	\$180	\$250	Consult Factory	\$528 US
	Turbidity	MTS 7200 / 7210	Obsolete	Obsolete	Obsolete	
MTF 7100		Obsolete	Obsolete	Obsolete		
MTF 7117		On a time and material basis (Waldheim)	\$180	\$250	Consult Factory	\$390 US
GWT 7300 / 7301		Obsolete	Obsolete	Obsolete		
TMFG 7160		Obsolete	Obsolete	Obsolete		
MNS 7145	Complies with CUM750, time/mat.bas. (Waldhe	\$180	\$250	Consult Factory	\$390 Germany	
MIC 7400	Complies with CUM750, time/mat.bas. (Waldhe	\$180	\$250	Consult Factory	\$686 Germany	

**Conducta REPAIR FIXED PRICE LIST**

valid from Oct. 1, 2011

Published: Oct. 1, 2011

NOTE: BELOW PRICING DOES NOT INCLUDE SHIPPING CHARGES TO EUROPE

	Product	Comment			SC Repair List Price	Maintenance Price	Repair Location
			CHECK OUT	EXPEDITE FEE			
	7200MTS-K	Obsolete	Obsolete	Obsolete	Obsolete		
	7100MTF-K	Obsolete	Obsolete	Obsolete	Obsolete		
	7300GWT-K	Obsolete	Obsolete	Obsolete	Obsolete		
	CUE21/22/23/24/25/26	On a time and material basis	\$180	\$250	Consult Factory		US
Analyzer / STIP	CNS70	Repair (incl. Cleaning and Cal.) (Waldheim)	\$180	\$250	\$3,002	Shipping costs to Germany waived	Germany
	CNS70	Cleaning and calibration, no repair (Waldheim)	\$180	\$250	N/A	\$1,285	Germany
	CSS70	Repair (incl. Cleaning and Cal.) (Waldheim)	\$180	\$250	\$3,002	Shipping costs to Germany waived	Germany
	CSS70	Cleaning and calibration, no repair (Waldheim)	\$180	\$250	N/A	\$1,285	Germany
	CxS70	Loaner Unit (please check availability!)	PO for new sensor required		Consult Factory		US
	CA52TOC	IR Bench Digital, Repair or Refurbish	\$180	\$250	\$7,700		US
	STIP Scan	Maintenance and Calibration	\$180	\$250	Consult Factory	\$1,330	US
	STIP Scan	Maintenance, calibration and loaner unit	\$180	\$250	Consult Factory	\$1,540	US
Gas Exalert	CGC170	No repairs	N/A	N/A	Consult Factory		Germany
	CGM170	Replacement by new unit, If required	N/A	N/A	Consult Factory		Germany
	CGDxxx (SS)	Addit. Price, if part required during repair (Gerlingen)	\$180	\$250	\$955		Germany
	CGDxxx (PVC)	Addit. Price, if part required during repair (Gerlingen)	\$180	\$250	\$495		Germany
	CGS117/125/150/221	Only replacement sensor available (Gerlingen)	\$180	NOT REPAIRABLE	Consult Factory		Germany
	CGY100/100Z	Replacement by new unit, If required (Gerlingen)	\$180	NOT REPAIRABLE	Consult Factory		Germany
	XR15M/15P/15T	Obsolete (Controller)	N/A	Obsolete	Obsolete		
XR25/35/35E/35N	Obsolete (Controller)	N/A	Obsolete	Obsolete			
WA Instruments	600/602/700/702 pH Monitor Recalibration		N/A	\$250	\$415		US
	610/612 Solids Concentration Monitor Recalibration		N/A	\$250	\$625		US
	620/622/722 Conductivity Monitor Recalibration		N/A	\$250	\$625		US
	650/652/653 Cell Growth Monitor Recalibration		N/A	\$250	\$625		US
	660/662/665/762 UV Transmitter Recalibration		N/A	\$250	\$765		US
	670 Turbidity Monitor Recalibration		N/A	\$250	\$625		US
	680/680/682/683 NIR/VIS Analyzer Recalibration		N/A	\$250	\$1,045		US
	EasyCal recertification, includes meas. Filter scan		N/A	\$250	\$380		US
	Interference Filter Scan and Certification, includes data charge		N/A	\$250	\$322		US
	Special Calibration to Customer Samples or Special Range		N/A	\$250	\$1,125		US
	BT65 Calibration Filter Recertification		N/A	\$250	\$216		US
	General	all	Examination of a pH electrode	\$180	\$250	\$191	
all		Checking+cleaning of a cond. sensor	\$180	\$250	\$191		US
all		Quality certificate of a cond. sensor	\$180	\$250	\$191		US
all		Checking+calibration of a turbid sensor (Waldheim)	N/A	\$250	\$525		Germany
all		Checking an instrument	\$180	\$250	\$222		US
all		Software update of an instrument	N/A	\$250	\$327		US
all		Detailed investigation	\$180	\$250	\$222		US
all		Hourly labor rate	\$180	\$129	\$191		US

**NOTE: ABOVE PRICING DOES NOT INCLUDE SHIPPING CHARGES TO EUROPE**

**FLOW PRODUCTS**

**Flow's pricing can be obtained through CRM**

**Or**

**Contact the Repair Coordination Team at:**

**800-642-8737 Option 1**

## QUALITY REPAIR QUICKLY™ (QRQ)

### OUR MISSION

To provide North American customers with a rapid and reliable product repair service that meets or exceeds the industry standards.

### OUR SERVICE

- Provide domestic repair functions for those products deemed justifiable (economical) to repair.
- Provide qualified factory trained repair technicians.
- Provide restoration to the original factory specifications, including all original third party approvals.
- Provide a viable process for facilitating the disposition of those items deemed non-repairable.

**NOTE:** If a detailed fault analysis is required, please consult with the Repair Coordination team for custom price and delivery information at 800-642-8737

### NON-REPAIRABLE ITEMS

It is understood that many items have a replacement value of such a nature that it is not economically feasible to perform any evaluation of failure and/or repair. Such models are so designated below as non-repairable.

If you insist that an evaluation be performed on any products listed below as non-repairable, a non cancelable "Check-out" fee will be imposed, and a purchase order number will be required.

**LEVEL:** FAR10, FTM260, FTL20, FTL260, FTL3x, FTL330L, FTL320, FTL325N/P, FTC260, FTC262, FMB662, FMC661/662, FMM460/760, FMR130, FMR131, FTC968, LSC968, LSC1110, LSC1111, LSC1112/1113, LSC1120, LSC1133/1135/1136, 135/1300 series probes, 7046/7048/7050/7052 series probes, FMU130A/131A, FMU230A/231A, FMU232, FMU86x version ending with 3 (HART Comm. Card), FMU800, FMU801, FMX160, FMX165, FMX167, FDU80, FDU81, FDU82, FDU83, FDU85, FDU86, FDU90/91/92/93/95/96, FDU10C/10S, ZAD423, 6010, FTE31

**PRESSURE:** PMC131, PMC731, PMP731, PMC631, PMP635, PMC635, PMD230, PMD235, FMD230, FMD630, FMD633

**DISPLAYS/COMPONENTS/RECORDERS:** ASP 9461D, ASP 9465D, ASP 9565D, FTE 30/31, HTA 380, HTA 423, RD10 (Metalog), RD10S (Metalog3), Multi-Count, Multi-Event, Multi-Log, Multi-Rub, Multi-Var, NX9120/9121, NY9170Z, Primo-Bin/Bit, Primo-Count II, Primo-Event, Primo-Log, RB222Z, RIA141, RIA250, RIA251, RIA261, RIA450, RIA452, RIA550, RID261, RMA421, RMA422, RNS221, RN221N, RTA421

**TEMPERATURE:** TMD831/832/834/842, TMT121/122, TMT180/181/182/184/187/188

**ANALYSIS:** All pH probes, electrodes, for all other analysis items please consult with the Repair Coordination Team at 800-642-8737

QRQ-01012011



Level



Pressure



Flow



Temperature



Liquid Analysis



Registration



Systems Components



Services



Solutions

# Return Authorization Policy

## Repair and Calibration of Used Equipment

Endress+Hauser must assign a Return Authorization (RA) number to any instrument you plan to return for factory repair or calibration service. Please mark the Return Authorization (RA) number clearly on all shipping cartons and paperwork. No product returns are accepted without an RA number. Endress+Hauser will return to the sender at the sender's expense all packages that do not have the RA number clearly marked on them.

Within the USA, RA requests for factory repair and calibration service can be handled 24 hours a day on-line. Please visit our website at:

[www.us.endress.com/factoryrepair](http://www.us.endress.com/factoryrepair).

You will be prompted to provide the necessary information and within minutes you will receive your RA number and complete shipping instructions. The issuance of an RA number does not automatically mean that a repair will be covered under warranty. An Endress+Hauser associate will contact you regarding the disposition of your returned equipment.

When requesting an RA number, please be prepared to provide the following information:

Customer name  
Customer shipping address  
Customer billing address  
Customer phone number  
Customer contact  
Customer contact e-mail address  
Equipment type  
Original sales order or purchase order number  
Reason for return  
Failure description, if applicable  
Process material(s) to which the equipment has been exposed  
Material used to de-contaminate and clean equipment  
New purchase order number for the repair or calibration

OSHA Hazard Communication Standard 29CFR 1910.1200 mandates that we take specific steps to protect our employees from exposure to potentially hazardous materials. All equipment must be completely cleaned and decontaminated before being returned. If the equipment being returned was exposed to a hazardous substance as defined by OSHA, a letter certifying that the equipment has been decontaminated, as well as a copy of the required Material Safety Data Sheets (MSDS) for each hazardous substance identified must be included with the returned equipment.


### Before returning used equipment:

- Each package must be clearly marked with an RA number
- A Declaration of Hazardous Materials and Decontamination must be included inside the package
- A duplicate Declaration of Hazardous Materials and Decontamination must be visibly attached to the outside of the package
- An MSDS for each substance that has come in contact with the equipment must be included inside the package
- A duplicate MSDS must be visibly attached to the outside of the package

To get a return authorization number for repair or calibration service by phone, please call:

In the US: 800-642-8737

In Canada: 800-668-3199

 **Note:** If you are requesting a return for credit, contact the Endress+Hauser sales department at 888-ENDRESS to first determine if an RA number will be issued.

For repair and calibration in other countries, please visit [www.endress.com](http://www.endress.com)

Effective November, 1987  
Revised August 2005

**Endress+Hauser**   
People for Process Automation

## FAQ & Answers – Fixed repair pricing

1. How can you set a price for repair before you even see the instrument?  
Our repair pricing levels have been established based on actual historical repair charges determined over the last several years. In general, we have found that we can estimate within a few dollars what it will cost to repair each type of instrument on the average.
2. If you quote me a price now, is it possible I may have to pay even more? Is this the most I can expect to pay? What if you determine that the repair will cost a little more?  
For typical, routine repairs, our repair price is fixed so that even if the repair will cost E+H a little more than we originally anticipate, you still pay only what we originally quoted. However, in some cases where multiple electronic boards must be replaced (for example, for a flowmeter), we may have to requote the repair. In other cases, if it is determined that the repair is not economical to perform, you will be given the option to purchase a replacement unit before any work is performed. In that event, E+H will waive the instrument repair check-out fee upon purchase of a replacement unit. The check-out fee varies by product.
3. What if I don't choose the fixed repair pricing, and wish to have E+H check out the instrument first?  
That's fine! We will have our repair technicians check out your instrument, and will provide a custom quotation upon request. However, we have determined that this tends to be time-consuming, and normally delays timely return of your instrument while you wait on approval or issuance of a P.O. Normally, choosing to have E+H send you a custom quotation will end up costing more money in the long run, not to mention the extra time it takes. Choosing the fixed-price option allows us to expedite our repair process, thus allowing us to pass the savings on to you, our customer – with no surprises.
4. What's the motivation for the fixed-price repair program? What benefit is there to the customer?
  - Having fixed repair pricing and receiving the purchase order up front will allow customers to receive their E+H instrumentation back from the factory with much quicker turnaround times at more reasonable prices.
  - Customers receive consistent pricing from repair to repair, thus enabling you to better plan/budget your MRO expenditures from year-to-year.
  - Streamlining the repair process enables E+H to eliminate many expenses for administration and storage, which allows us to pass on the savings to the customer. In most cases, you will receive a more favorable price for repair than by choosing a custom repair quotation.
5. What is Endress + Hauser's standard turnaround time on repair? How do I get my instrument repaired even more quickly, if necessary?  
Experts in the industry have indicated that Endress+Hauser has some of the best repair turnaround times of any instrument manufacturer. Our average turnaround times are between 6-10 days on most of the instruments, with a large majority being completed within 5 working days. However, the major bottlenecks in the repair process are:
  - custom repair quote generation
  - playing "phone tag" between E+H and customers, waiting for repair approval to proceed and
  - waiting for issuance of a customer P.O.

Fixed-price repair virtually eliminates these bottlenecks, and allows us to return your instrument back to you as quickly as possible. We can give your instrument "priority service" if you elect "Premium Repair Service" (\$100), which effectively moves your unit to the front of the line (1 to 2 days turnaround in most cases).
6. What if my instrument needs repair during the 1-year warranty period? Do I still have to pay the fixed pricing?  
No, our standard one-year warranty (for failures due to defects in materials or workmanship, not user-damaged instruments) gives E+H the option to repair or replace the instrument, whichever is appropriate. You only pay to ship the instrument to our factory repair center by whatever means you choose.
7. What if I purchased Start-up Service with my instrument?  
Any customer who purchases and pays for Start-up/Commissioning Service on their original instrument order is entitled to an additional 2 years factory warranty on top of the basic 1 year warranty. Those instruments with factory defects are covered in the first 3 years and are repaired or replaced by Endress+Hauser at no charge.
8. Does the fixed-price repair include shipping costs? What if I want my instrument returned by overnight shipping?  
No. E+H will prepay and add the shipping costs to your invoice for your chosen method of shipment, the same as we do today for our custom-quote repair pricing since it can vary so much across the country. So the Fixed Price never includes the shipping charges.

Revised October 2008