



Service Contact Information:
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PRODUCT SERVICE INSTRUCTIONS IMPORTANT INFORMATION

WHAT YOU NEED TO DO TO HAVE YOUR PRODUCTS SERVICED IN A TIMELY and EFFICIENT MANNER

ALL product service shipments must be accompanied by a LAURUS Systems Service Order Form and a valid RMA# **must** be obtained prior to shipment.

The Service Order Form is to be submitted to LAURUS Systems via email or fax at time of shipment and a copy must be included in with your instrument shipment.

- **CALIBRATION**

- Call or email for an updated calibration quote for your particular detector.
- Have the following information ready to obtain a valid quote prior to shipping
 - Type of instrument-i.e. survey meter-dosimeter-prd-area monitor
 - Make and Model Number
 - Number of probes if applicable

- **INSTRUMENT REPAIR or WARRANTY SERVICE**

- Call or email for an RMA# and applicable service order form. Repair of instruments varies; some repairs may be performed at the manufacturer while others may only require a minor repair at our lab.
 - By letting us know the type, make, model and repair issue, we can then determine the best solution for you, the customer, and issue the appropriate Service Order Form for your particular situation.
- Once evaluated, a quote will be issued for the repair and must be approved in writing by the customer via email or fax prior to doing the repair.
- There is a minimum evaluation fee of \$35.00 charged-waived for warranty items. If the repair is not approved, then you will be charged the minimum amount. If the repair is approved, the \$35 will be applied to the quoted repair charge and there is no extra cost involved.

PAYMENT INFORMATION-

Payment for service must be determined prior to service being performed. LAURUS Systems accepts Purchase Orders, checks and Visa or MasterCard. Please contact us to make payment arrangements or to obtain our credit card form.

Normal shipping charges apply. Usual shipping method is UPS Ground. If you desire other shipping arrangements please let us know when placing your order.