

Repair Procedure

Valid from January 1, 2018

Repairs are performed as much as possible on the basis of standard board exchange, quick turn-around at fixed prices as per the price list, and guaranteed six months.

Within 5 work days after receipt of the equipment,
the customer receives B+L's proposal:

Probable cause
Level of repair and cost

There are six repair levels:

0 = No fault found: Board to be replaced, at a cost of € 150 (with guarantee)
1 = Minor: low price.
2 = Intermediate: 25 % to 35 % of price of a new board *
3 = Massive: 65 % of price of a new board *
4 = Very difficult to determine the problem: more time is needed
5 = Impossible or not desired.

* Option boards and Displays/Keyboards: 50 % (intermediate), 75 % (massive)

The customer's decision:

- Accept
- Decline; evaluation charge of € 50 will be applied
- Order new board at full price
- Repair in the traditional way
- Need more time to discuss with end user.

Unit to be returned, within 5 work days after the customer's decision.

The customer will be reminded twice.

If no reply within 3 months: unit will be disposed of; customer advised accordingly.

In certain cases, it is necessary or desirable to repair the traditional way:

- Old boards
- Damage not on board level
- Impossible to find the failure within a week

or the customer **tells us** he doesn't want:

- program to be removed
- to lose hard-wired calibration
- to lose specific parameters in memory.

The old board's program will be inserted in the new board,

- unless a newer version would be better.