SERVICES

Repairs

Available only for active models listed in this price schedule. Before returning equipment for repair, contact Detector Electronics Customer Service Department to obtain a Return Material Authorization (RMA) number that will be reserved for your specific return order, and referenced in all documentation. Pack the return shipment carefully to avoid damage in transit. Place the RMA number, with your name and address as sender, plainly on the outside of the package.

CLASS 1

ATX10	FlexSonic Acoustic Transmitter
U9500 Infiniti	Gas Transmitter
UD10/UD20/UD30	Universal Display

CLASS 2

DE4161-001	Electronic Module
DE4933-001	Electronic Module
DE5400-001	Electronic Module
EQ2100PSM	Power Supply Monitor
EQ22xxDCU	EQP Component
EQ22xxDCUEX	EQP Component
EQ22xxIDC	EQP Component
EQ22xxIDCGF	Ground Fault Monitor
EQ24xxNE	EQP Component
EQ25xxARM	EQP Component
EQ25xxSAM	EQP Component
EQ3700 DCIO	EQP Component
EQ3710 AIM	EQP Component
EQ3720 RM	EQP Component
EQ3730 EDIO	EQP Component
EQ3740 IPM	EQP Component
LS2000	Line of Sight Infrared Gas Detector
OPECL (RX/TX modules only)	IR Detector
PIR9400	IR Detector
PIR9600	IR Detector
PIRECL	IR Gas Detector
R6007	Relay Module
U7652 IR Module	IR Module
X-Series Heads	Sensor Module

CLASS 3

EQ3016	Eagle Quantum Premier (16 Node)
PIRDUCT	IR Detector
U5015	Smoke Detector
W867	(Battery Replacement) $1550
X2200	UV Flame Detector
X3301	MIR Flame Detector
X3302	Hydrogen Flame Detector
X5200	UVIR Flame Detector
X9800	IR Flame Detector

CLASS 4

AC100	FlexSonic Acoustic Sensor
EQ3001	Eagle Quantum Premier (246 Node)
R1425	Detonator
R6006	Relay output Module
R7094	IR Controller
R7404	UV Controller
R7484	IR Controller
R7494	UVIR Controller

CLASS 5 (TEST FEES)

Gas Sensor (all)
IR Sensor Module
UV Sensor Module
W8067S Bulb Replacement

NON-REPAIRABLE ITEMS

006148-002 Network Extender	1100 Gas Controller	EA 2000 CG Gateway	PSS Test Lamps	U7652 Flame Detector
006605-xxx U7602 E-Pkg	2000 Gas Controller	EAGLE 2000	PW9200 PathWatch	U7698 A-D Flame Det./ Controller
006598-001 E-Mod	2100 Gas Controller	EQ2101MR Gen. Assy. Cage	R6001 Zone Unit	U7698 Flame Det./ Controller
30-2056B IR Detector	8000 Gas Controller	EQ2220GFM	R6003 Zone Unit	U5005/6 Smoke Detector
30-3003/D Smoke Det.	8100 Gas Controller	GTS Gas Module	R7300 Flame Detector	U8700 Gas Detector
400 Gas TX	Air Dilution Kit	GTX Gas Transmitter	R7301 Flame Controller	U8800 Gas Detector
405 Gas TX	C7050 Flame Detector	K-Series TX	R7302 Flame Controller	U8810 Gas TX
410 Gas TX	C7052 Flame Detector	Laser Aimer	R7303 Flame Controller	UV Tube Module
415 Gas TX	C7061C Gas Detector	NTMOS Gas Detector	R73XX Controller Brd	W866 Test Lamp
500 Gas TX	C7064E Sensor/Transmitter	MIR1 Gas Detector	R7405 Flame Controller	W868 Test Lamp
700 Transmitter	C7093D & E Flame Detector	MIR2 Gas Detector	R7409 Flame Controller	W1212 Battery
704 Transmitter	C7098B Flame Detector	MIR3 Gas Transmitter	R7495 Flame Controller	W8066 UV Lamp
710 Gas Controller	CGS	Model HD Heat Detector	R8460 Gas Controller	W8067B Test Lamp
740 Gas Controller	DE2020 Camera	PIRVOL IR Gas Detector	R8466 Gas Controller	X3300/Pulse Flame Det
800 Transmitter	DE4161-001 Electronic Mod	PM-5CX Flame Detector	SW9200 SlickWatch	
808 Transmitter	DE4960-001 Electronic Mod	PM-5CXJ Flame Det.	THZ Gas Detector	
810 Gas Controller	DE5203 Circuit Brd. Rpl.	PM-5MP, MPX Flame Det.	TXL Gas Detector	
820 Gas Controller	DE5500-001 E-Mod	PM-6 Flame Detector	U7099 Flame Detector	
880 Gas Controller	DE5994-003 E-Mod	PM-6M, MX Flame Detector	U7600 A/B/C Flame Det.	
1000 Gas Controller	DE6000-001 IR Module	PM-9 Flame Detector	U7602 Flame Det/Controller	

FACTORY REPAIR PRICING POLICY

Det-tronics Factory Repair Center utilizes standardized repair service pricing that characterizes product repair and testing fees by product class (groupings of similar products) for approved Repair Material Authorization (RMA) returns.

An authorized purchase order for the amount of the standard product class pricing is required prior to the Repair Center issuing an RMA identification number. All equipment returned within an approved RMA is to be shipped freight pre-paid to the Repair Center, and equipment return freight costs and any required sales tax will be added to invoice when applicable at actual cost.

Testing fees apply to non-warranty products tested and not repaired, or products subsequently found compliant with factory manufacturing quality & test parameters, eg no problem found. Testing fees will be waived if the customer property is repaired or a replacement item is purchased as part of the same transaction. All equipment requiring major component/ assembly replacement such as pc boards or sensor modules will be invoiced at actual time and material cost as required to repair the product.

Typical equipment repair turn-around time ranges from one to four weeks after receipt at Repair Center, contingent upon prior RMA approval and provision of an accurate, concise description of the product problems or symptoms observed by the customer

Customer property returned to the Repair Center without an RMA identification number, authorized purchase order, or without any description of the product problem or symptoms will be handled on a case by case basis and special handling charges may apply.

Customer approval will be sought before proceeding if the repair costs fall out of our standard product class repair cost guidelines. Products returned for repair that do not fall into one of the defined product classes will be charged at 40 percent of the current list price for that item.

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