



Ohaus Repairs Terms of Service

Ohaus Non-Warranty Repairs:

- Quotes for repair cannot be given until your scale has been evaluated in our shop.
- For each scale there is an evaluation fee plus TN tax and return shipping. The evaluation fee will be credited toward quoted repairs. The evaluation fee schedule is:
 - \$250 for most scales
 - \$350 for Moisture Analyzers (MB23, MB27, MB90, MB120)
- All non-warranty repairs will be quoted. Payment in full for quoted repairs is required prior to any repairs being made.
- If your scale is not repairable the evaluation fee will be applied to the cost of a new replacement scale if purchased through Wingfield Scale.
- It is not cost effective to repair low cost units. Wingfield Scale, therefore, will not evaluate low cost units including, but not limited to, the following Ohaus models: **Scout SPX & STX, Navigator series, Valor series, Compass CX & CR, EC/EB series, TAJ, & YA.** For these units we will quote a new replacement scale at a competitive price.
- Ohaus does not provide parts support for discontinued models. For these units we will quote a comparable new replacement scale at a competitive price.

Ohaus Warranty Repairs:

- Ohaus products are warranted against defects in materials and workmanship. This warranty does not apply if the product has been damaged by accident or misuse, exposed to radioactive or corrosive materials, has foreign material penetrating to the inside of the product, or as a result of service or modification by other than Ohaus.
- For warranty covered repairs there is no charge for labor, parts or return shipping following repairs. Notes: 1) the cost of shipping to the repair center is not covered under warranty. 2) for low cost units under warranty (list less than \$1000) you will need to contact your dealer or the manufacturer directly for replacement instead of repair.
- The cost for additional non-warranty repairs will be quoted and payment required prior to any repairs being made.

Return Shipping Cost:

The cost for returning your scale to domestic destinations includes shipping/handling plus insurance based on the replacement value. Customers will need to provide call tags for return shipments to destinations outside the US. Any claims for damage:

- Must be reported to Wingfield Scale within 30 days of the ship date.
- Packaging as received must be retained for UPS inspection.
- Please take pictures of damage to expedite any claims.

Replacement Value	Shipping Cost
\$0 - \$1000	\$35.00
\$1001 - \$2000	\$45.00
\$2001 - \$3000	\$55.00
\$3001 - \$4000	\$65.00
\$4001 - \$5000	\$75.00
\$5001 - \$6000	\$85.00

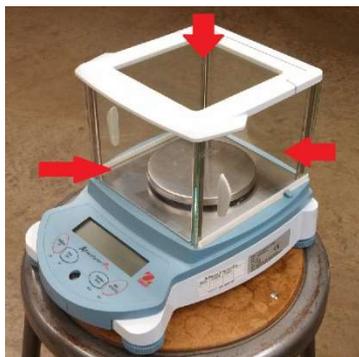
Scales that are not repairable:

There are some cases in which Wingfield Scale is unable to repair your Ohaus scale and we must send your scale to the manufacturer for repair.

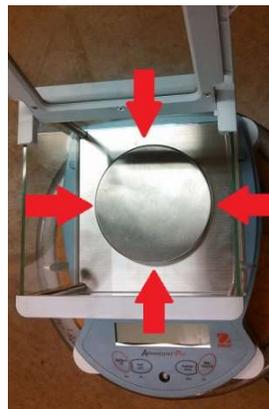
- If the unit is **under warranty** the repairs will be made by original manufacturer with no charge for labor, parts or shipping.
- If unit is **not covered under original warranty** and is not repairable by Wingfield Scale, the cost of a replacement unit will be quoted and/or additional charges may apply to send unit to the manufacturer for additional evaluation and repairs.

Shipping Preparation - the following points do not pertain to all models

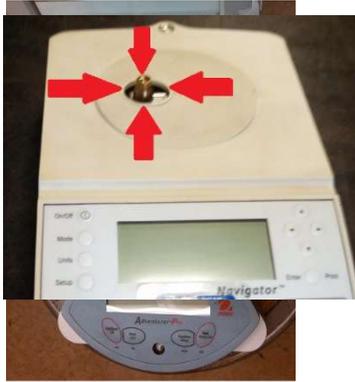
- We recommend you insure your package for the replacement value of your scale(s).
- Be sure to pack the unit extremely well. Original packaging is best.
- Any moving parts, i.e., draft shields, need to be taped in place or disassembled if possible and packed separately (Example A).
- Please remove any platter/pan used to place the material on to be measured (Example B) and protect the load cell pin (Example C)
- If your unit has a shipping lock, please make sure it is in the 'locked' position. This will be located on the underside of the unit or in the battery compartment.
- Include components and accessories needed to operate correctly: adapter, charger, platter, power cords, etc.
- If you are sending in multiple units **DO NOT** stack them on top of each other. Please ship separately if possible.



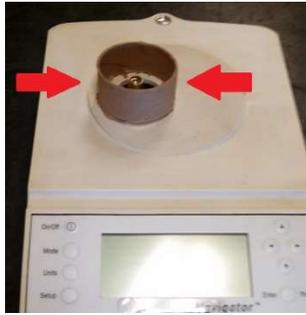
Draft shield
(A)



Platter/pan (B)



Load cell pin (C)



If you do not have the original packaging you may want to protect the pin with a plastic cap or cut a ring out of a paper roll and tape it in place as shown. This will keep anything from hitting the pin and damaging the cell.

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