



**Instrument  
Markets**

**UV Measurement and Process Control Instruments**

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**Subject:** Instrument Market Repair Policy and Return Material Authorization (RMA)

### **EIT Repair Policy**

EIT's Warranty does not cover damages due to mishandling, mistreatment or improper cleaning of the instrument optics.

To determine repair costs, EIT technicians need to evaluate the unit.

- Use an EIT Service Request Form to return the unit
- Include any cables and/or instrument chargers so that EIT can verify correct their operation
- EIT diagnostic and repair time is based on a rate of \$95/hour with a minimum charge of one hour
- EIT will notify you of the cost (components, optics, labor) of the repairs prior to performing any work
- Calibration is required after all instruments repairs on units that are calibrated and this will be added to the EIT scope of work
- Equipment repaired under warranty will be returned to the user with no charge for the repair or return shipping
- EIT products are sold as Commercial Off The Shelf (COTS) instruments. EIT reserves the right to make changes in design at any time without incurring any obligation to install the changes or updates on units previously purchased.
- The contact for information on instrument repairs is [calibration@eit.com](mailto:calibration@eit.com)

### **Return Material Authorization (RMA)**

- Use the EIT Service Request Form to send instruments to EIT that need service, calibration or repair work.
- A Return Material Authorization (RMA) is required for the following situations:
  - Return of a new, unused instrument or sensor for credit. The return is subject to a minimum 15% restocking fee and must include all items that originally shipped
  - Change involving a change to the original instrument or sensor which results in a new part number. Examples include:
    - Upgrade of a Standard unit to a Profiler unit (Power Puck II to a Power Puck II Profiler)
    - Change to the instrument or sensor spectral response (UviCure Plus II with UVA to UVB)
    - Change to the instrument or sensor dynamic range (High to Low Range)
- An EIT RMA can be obtained by emailing [uv@eit.com](mailto:uv@eit.com)