

NEWAGE B.O.S.S. REPAIR/CALIBRATION PACKING AND SHIPPING INSTRUCTIONS

- If your system or just the B.O.S.S. scan head needs repairs, each component must be packed in a sturdy box using multiple layers of bubble wrap and surrounding by several inches of firm packing material – not packing peanuts or other loose fill. It is important that the components be well protected from damage and that the box be double-weight or double boxed to prevent penetration during shipping.
- Include a contact name and phone number and a statement of the desired service or a description of the nature of the problem with the unit.
- The package should be insured for the replacement value of the instrument. Newage will call with an estimate for repairs.
- Address the package to Service Department.
Note our address information changed in January 2000:
Service Department
Newage Testing Instruments,
820 Pennsylvania Blvd.
Feasterville, PA 19053
- If the scan head alone is returned to us we are unable to provide calibration but will provide a certificate of operation. This is because the scanhead must be calibrated in conjunction with the computer it is to be used with.
- After a test head (alone) is returned or when a loaner unit is used, it must be first calibrated with the computer prior to use.

Note: Under no circumstances is Newage is not responsible for damage to testers shipped in to Newage. These suggestions are provided as a guideline only and will not necessarily prevent damage to testers and components in all circumstances.