



Environmental Devices Corporation Service Center

Calibration and Annual Service

Thank you for being part of the EDC instrumentation family. One of our experienced Service and Repair technicians will review and service your equipment. With proper service and care, your equipment will continue to operate reliably. Please review this packet to familiarize yourself with the process and to fill out the necessary forms.

- Standard lead time for HAZ-DUST products is 2-3 weeks after receipt of the payment or order. Please see attached credit card authorization form. If you require expedited service, please inquire about the applicable fee.
- Lead time for HAZ-SCANNER products is provided on an individual basis.
- Please fill out all forms to ensure a smooth experience. Failure to provide the required forms can cause delays of up to 2-3 weeks.
- EDC-branded equipment that has been serviced according to EDC's recommendations will receive a 90-day service warranty.

At no additional cost, we **perform a standard 10-point** service, including the following tests and system diagnostics when applicable:

- ✓ Optical Cleaning
- ✓ Filters & Tubing assessment
- ✓ Scrubber Assessment
- ✓ Air Pump Flow Rate Verification
- ✓ CPU Memory Backup & Voltage Readings
- ✓ Internal O-ring Verification
- ✓ Solenoid Inspection
- ✓ Software and Firmware Identification
- ✓ Battery Life Test
- ✓ Calibration

Standard annual calibration costs do not include replacement of consumables or wearable parts like batteries, motors, diaphragms, circuit boards, or similar components. Additional fees will be charged for the replacement of these components.

Please note that if an instrument is beyond repair or if repairing the instrument is not cost-effective, EDC will offer a trade-in discount toward a new unit and provide a quote for the replacement unit. EDC will wait for customer approval before proceeding in this case.