



UV Measurement and Process Control Instruments

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EIT2.0 LLC UV Instrument Repair Policy and Return Material Authorization (RMA)

EIT 2.0 LLC Repair Policy

EIT 2.0's Warranty does not cover damages due to mishandling, mistreatment, or improper cleaning of the instrument optics.

To determine repair costs, EIT 2.0 technicians need to evaluate the unit. There is an evaluation fee of \$100. If you elect to repair the instrument, this fee is applied to the repair costs.

To Return a unit to EIT 2.0:

- Use an EIT 2.0 Service Request Form to send instruments to EIT 2.0 that need service, calibration or repair work. The Service Request Form is located at: <https://www.eit20.com/products/instrument-care-service-ordering/instrument-service/>
- Include any cables and/or instrument chargers so that EIT 2.0 can verify correct their operation
- EIT 2.0 diagnostic and repair time is based on a rate of \$100/hour with a minimum charge of one hour
- EIT 2.0 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 2.0 scope of work
- Equipment repaired under warranty will be returned to the user with no charge for the repair or return shipping
- EIT 2.0 products are sold as Commercial Off The Shelf (COTS) instruments. EIT 2.0 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.
- EIT 2.0 is not obligated to pay for repairs of non-genuine EIT 2.0 parts or repairs due to damage or defects caused by non-genuine EIT 2.0 parts.
- The contact for information on instrument repairs is calibration@eit20.com

Return Material Authorization (RMA)

- 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 2.0 RMA can be obtained by emailing uv@eit20.com