

UEI
TEST INSTRUMENTS™

50TH
ANNIVERSARY

Recertification Service Program



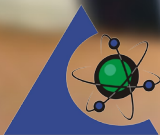
- Upfront Pricing
- Professional Turnaround
- 30-Point Inspection & Calibration Certification
- Renewed 12-month Warranty
- ISO accredited facility, Factory certified technicians & EPA protocol test gases

TEST | MEASURE | ANALYZE

WWW.UEITEST.COM

Table of contents

COST OF OWNERSHIP	4
UPFRONT PRICING	5
RECERTIFICATION	6-7
HOW TO PACK FOR RETURN	8-9
TURNAROUND	10-11
CONFIDENCE	12-13
WARRANTY	12-13
FIND THE SERIAL NUMBER	16



PJLA

Accreditation #82680

ISO Accredited

- U Ei Test Instruments is an ISO/IEC 17025:2005 accredited facility. Your recertification team is factory certified and proud to provide industry-leading turnaround support.
- U Ei Recertification Centers only uses EPA protocol test gases.

1-800-547-5740

info@ueitest.com

PORTLAND, OR

Headquarters

INDIANAPOLIS, IN

Recertification Center

ISO/IEC 17025:2005

NIST Certification

1-877-475-0648

infocanada@ueitest.com

VANCOUVER, BC

Recertification Center

ISO/IEC 17025:2005

NIST Certification

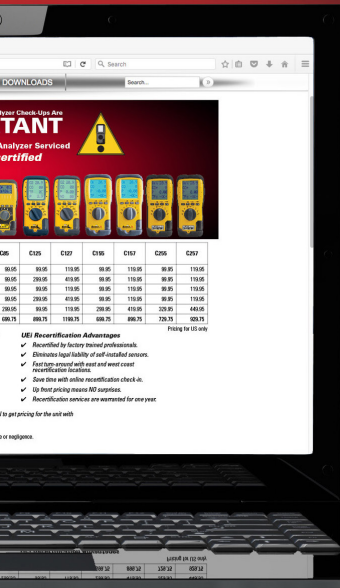






Cost of Ownership

- All flue gas analyzers drift out of calibration over time, regardless of use. Only UEi's service center can adjust them back to the manufacturer's specification.
- Like your car, all combustion analyzers require periodic service; the frequency will depend on the conditions of use.
- UEi Test Instruments has taken many steps to reduce this cost from the design of our analyzers to the equipment in our facility, the ISO accredited process we use and the training of our technicians.
- This brochure answers the most common questions regarding your new analyzer and how to get the most out of it.



Upfront Pricing

- UEI’s published pricing means no surprises for you and you know the full cost of ownership before you buy.
- All recertification pricing for residential and commercial analyzers are published on our web site at www.ueitest.com/service.
- For Industrial Analyzers, please call for pricing due to the variety of customizable configurations available.

Recertification

What you get

- Sensor replacement (or calibration)
- 30-point inspection by factory trained professionals
- Firmware and software updates
- Certificate of calibration
- Another 12-month warranty on the analyzer
- Return unit freight paid – within continental US and Canada
- List of work performed and parts replaced



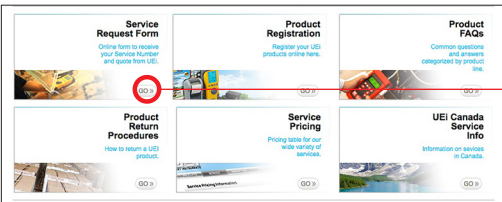
How to request service online/phone

- Visit **UEITEST.COM**
- Click the **Recertification & Service banner** on the home page
- US Pricing is listed up front
- Scroll down to **Service Request Form** and click GO
- Canadian customers need to click **UEi Canada Service Info**
- Fill out the form
- Upload a scan or photo of your proof of purchase
- Enter the **Captcha form**



- Send
- We'll send an acknowledgment of your registration within 24 business hours

Note: *In some cases you may have to remove the rubber boot to see the serial number on the back of an analyzer.*



USA Only: Fill out form below for a service request. Proof of purchase is required for warranty repairs. You can upload it here or it can be mailed in if you don't have scanning capabilities.
 For Canadian service requests [click here](#)

CONTACT INFO

I am a Contractor
 Distributor

First Name:

Last Name:

Company Name:

Email:

Phone #:

Address:

City:

State:

Zip:

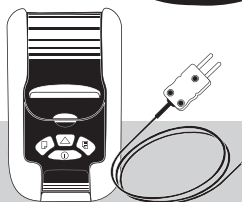
How to pack for return

- Put analyzer and probes back in their cases
- The case should be put into a box with 1-2 inches of packing on each side for protection
- When shipping an analyzer only, use a shoe-box size container with enough packing to fill the empty space
- Print out the service paperwork sent to you and include it in the packaging
 - If you are having specific problems that you want evaluated, please add those comments on the paperwork in detail
- Include any accessories that may be related to issues with the analyzer
- Please be sure no personal items are packed with the return equipment
- Send to:

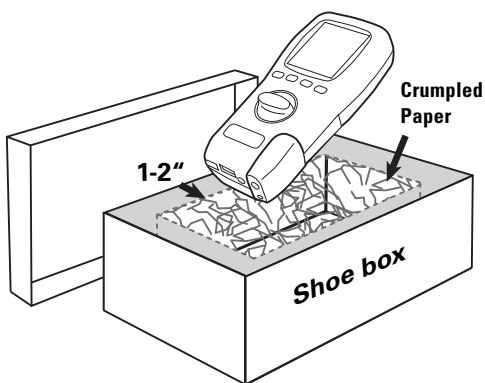
USA	Canada
8760 E 33rd Street	#150 - 13571 Verdun Place
Indianapolis, IN 46226	Richmond, BC V6V 1W5
- You pay to ship your analyzer to us and we'll pay the return freight back to you – within continental US and Canada.
- We advise the use of couriers that provide insurance and tracking services



Include any accessories



[When shipping an analyzer and probes]



[When shipping an analyzer only]

Turnaround

Importance

- Before starting any service work, we stabilize your analyzer in ambient air
- **Our standard turnaround** is 2 working days; what's included is on page 6
- If your unit arrives on Monday, and the recertification service is paid for, our aim is to ship it back to you no later than Wednesday. If your unit requires extensive diagnostic or repair work, we will contact you with a quotation and estimated repair time.
- Pre-authorizing payment for your repair on a credit card saves time. We will ask you for authority to charge the full cost of a service but if we only calibrate your unit, we'll only charge the calibration fee - no tricks!
- Charges will be applied upon completion of the recertification service
- Because our service center is in Indianapolis, shipping time for most repairs is 1 to 3 days. Uei pays return freight





Confidence

Why keep up with recertification

- Because we're the same company as the manufacturer and we're committed to fast turnaround time, you can rest assured that your analyzer will be serviced by factory trained professionals in an ISO accredited facility and you won't be without it for a day more than is absolutely necessary
- Because we're upfront about our pricing, you can rest assured there won't be any surprise charges
- Because we're confident in our work, your unit will receive an additional 12-month warranty every time it is returned for recertification
- Because your analyzer has been serviced by professionals, you know that it's working appropriately so you can reduce your customer's fuel costs

Warranty

What is covered and what is not

- The contents of the Kit have a one year limited manufacturer warranty. UEi warranty covers manufacturing defects under normal use and does not cover damage which occurs in shipment, used in a manner for which they were not designed or failure which results from alteration, tampering, accident, misuse, abuse, neglect, improper maintenance (calibration), batteries (consequential damage resulting from failed batteries), fuses, probes, test leads and consumables. A purchase receipt or other proof of original purchase date will be required before warranty repairs will be rendered. Contact UEi or see product manual for full warranty details.
- Each recertification extends the Analyzer's warranty for an additional 12 months

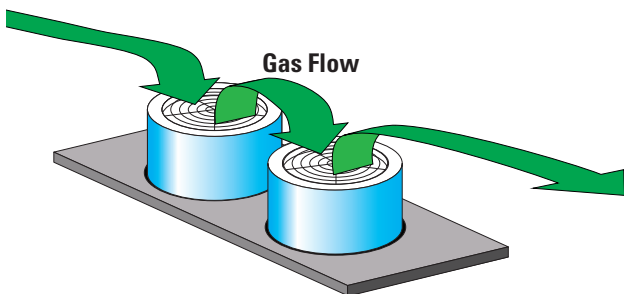
EOS technology

The difference in technology

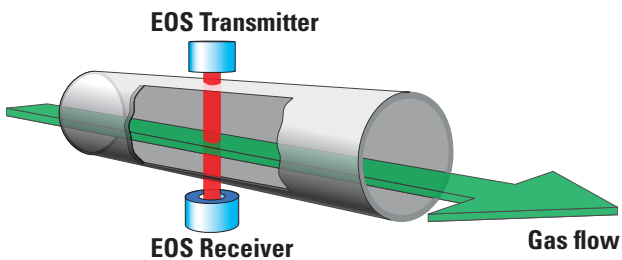
- In an Electro-chemical sensor the flue gas comes in direct contact with the sensor initiating a chemical response that transmits an electrical signal. This in combination with time deteriorates the sensor, causes readings to drift, reducing the accuracy (See diagram A). Regular calibrations are needed to correct this drift until the sensor eventually fails, requiring replacement. If this is an oxygen sensor, the major complaint is that it is always in oxygen and constantly being depleted, which requires frequent replacements costing hundreds of dollars throughout the life span of the analyzer.
- In our Electro-optical sensor the flue gas passes between the sensor's transmitter and receiver and is measured using an infrared sensor. The gas never comes in direct contact with the sensor so there are no parts to wear down and no deterioration in performance or accuracy (See diagram B). This measures CO₂ directly meaning we don't use an oxygen sensor eliminating that maintenance cost.
- Our toxic sensors are still Electro-chemical sensors and are subject to the conditions mentioned above. We use high quality long life sensors to reduce as much of this impact as possible. Because the duration of time and levels of use can expedite a sensor's deterioration, regular calibration is required.



Electro-Chemical Sensors (diagram A)



New Electro-Optical Sensors or EOS (diagram B)





Register Your Analyzer

- Product registration allows us to contact you regarding potential updates or safety information related to your analyzer
- Speed up the recertification process when you send your analyzer in
- Users have the option to be notified of related news or new product information

Register online or by mail

- Visit **UEITEST.COM**
- Click the Product Registration banner on the home page
- Fill out the form
- Upload a scan or photo of your proof of purchase
- Enter the Captcha form
- Send

Find the Serial Number

- To find your analyzer's serial number remove the protective boot from the analyzer
- The serial number will found on the back label