



Repair Return Instructions:

- (1) Have you talked with our friendly technical support staff on 03-8669-0162 ?
They may be able to offer a solution for your problem without you having to return the unit.
- (2) **If product is a PL60, make sure the two M3 x 6mm transport screws are fitted to hold the lid securely (failure to do this can result in damage to the screen and pushbutton).**
- (3) Please securely package in original box (if possible) AND then in several layers of bubble wrap.
- (4) Include RMA number (if you have been supplied with one), a list of the components being returned, a detailed description of the fault(s), system setup information (if possible), and any price estimates that have been given (including the name of the staff member you have been talking with).
- (5) DO NOT include the user guide or similar standard documents.
- (6) Preferably use a delivery service with tracking ability, eg courier, registered post, express post.
- (7) Address to "Plasmatronics Repairs", "75 Newman St, Thornbury, VIC 3071".

PLEASE NOTE:

- a) Damage due to shipping is not covered under warranty (take note of point '2' above).
- b) **The repair of your goods may result in the loss of stored settings & history information.**
Please make sure you have made a copy of these prior to repair if necessary.
Our technicians make an effort to retain settings and history information, but this is not guaranteed.
- c) Repairs are to be pre-paid before they can be returned to the customer (credit card or bank transfer) unless you are an account customer.
- d) Typical turnaround time for most repairs is approximately 1 week.
- e) All repairs are covered by a 3 month warranty.

Domestic Repair Pricing:

(any warranty considerations will be deducted from the repair cost). GST included in all pricing.

\$50	'Quote Required' admin fee... <i>NOTE: Repairs costs (once we have evaluated repair and repair cost has been approved by customer) are on top of the admin fee and include time spent + parts + return freight (typically \$80-\$120).</i>
Typically \$100-\$150	"Please just repair it" <i>Includes full test, calibration (if required), and return freight cost.</i> <i>NOTE: Repairs costing in excess of \$120 will require approval by customer before work is undertaken.</i>
\$50	NFF (No Fault Found) admin fee... <i>Includes full test, calibration (if required), and return freight cost.</i>
\$0	Not Economical to Repair... <i>Plasmatronics can dispose of the unit. \$50 admin fee applies if unit needs to be returned to customer.</i>