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# 1. Non-Warranty Repairs of PGC1, PGC2, PGC2D, NGC2, NGC2D, NGC3 & SMD210

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## 1.1. Charges

The standard repair charge is £352.00. Return carriage is extra, at cost. We will use your carrier at no extra charge. Packed instruments weight 6.5 kilograms.

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## 1.2.

## Procedure

1. Ensure that there is a fault on the AML product. The most common fault on PGCs is due to fan failure. Instruments manufactured or repaired since 2000 are equipped with a fan-failure detector, which causes emission to be inhibited if the fan runs slow or stops.
2. Obtain a return authorisation (RMA) number and shipping instructions, preferably by e-mail to [sales@arunmicro.com](mailto:sales@arunmicro.com). Quote the model and serial number of the instrument and a brief description of the fault.
3. Return the instrument without any accessories, leads or manuals. It is your responsibility to pay for carriage, duty and tax. The instrument must be securely packed and showing the return authorisation (RMA) number and a description of the fault on a covering note or order. Advice on packing can be found in section 1.5 of this document.
4. When returning from outside the United Kingdom, "BILL DUTIES AND TAXES TO:" on your Air Waybill must be set to "SENDER". Failure to do so will result in the goods being rejected at UK entry and returned to you. Commercial invoices with values greater than £135.00 will attract additional import charges.
5. If de-contamination of biological, chemical or radiation hazards has been undertaken, a certificate signed by a responsible person must be provided.
6. Issue a covering order carrying the appropriate standard charge and return carriage, if appropriate.
7. Give the full postal address for return of the repaired instrument.
8. If we are using your carrier, provide a valid account number for the charges.

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1.3.

## Payment

AML will raise a prepayment invoice for customers without a pre-existing credit account. Payment can be made by bank transfer or credit card.

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1.4. Returns

## Address

Arun Microelectronics Ltd

Unit 2, Bury Mill Farm,

Bury Gate, Pulborough,

West Sussex, RH20 1NN,

United Kingdom

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1.5. Packing

Good packing is very important, as mechanical damage in transit may cause the instrument to arrive beyond economic repair. Mechanical components for obsolete instruments are in short supply and cannot be manufactured in small quantities.

Use AML packing wherever possible. If several instruments are to be returned do not tape their cartons together, as this will decrease the protection of the standard packing: enclose them in an outer carton or ship them separately.

If using alternative packaging, protect the corners of the instruments with at least a 10 cm layer of air-trap polythene or 6 cm of rigid polyether foam and enclose in a double or triple-wall carton. Loose-fill foam plastic alone will not protect the instrument.

