

# Repairs & Service Rules 2021

2021-02-01

## 1 Repair flat rate

We proceed since 2019 with a flat-rate system for the repair of vertical instruments. The model used is Small, Medium or Large. The price list and the details of the interventions are available on [my.trimos.ch](https://my.trimos.ch), under Price list.

The list of repair categories provides information on standard interventions and in which category they are located. If several interventions are necessary it is the superior package that will be chosen.

The package will be chosen by Trimos customer service and will be confirmed after receipt of the instrument.

**From 1 May 2021: For any instrument received at Trimos, we will consider Package S is accepted and as default repair will not be quoted. For instruments that require Package M/L/XL you will receive a specific quote for approval.**

## 2 Expedition to Trimos

Do not send accessories that do not require repair, such as probes, power supply, protective covers ... unless they are related to the problem.

Pack the instrument carefully, if possible in the original packaging (which can be ordered). Otherwise use a solid box (on pallet if necessary) or a wood box. The packaging must be large enough so that we can put our inserts back. Protect the instrument from dirt and use bubble wrap and foams. If the packaging does not ensure the safe return of the instrument we will add a new packaging to our repair.

If the customer wishes the return of its packaging or its wood box, this information must be mentioned in the order.

Our original packaging is designed for the safe transport of our instruments; it does not require additional protection

All instruments sent to Trimos must be accompanied by a document stating the reason for sending, a description of the symptoms and a contact person in case of question.

### 3 Standard Delivery Time

- Instrument under Warranty	2 weeks
- V/V+/VT/MT/M	6 – 8 weeks
- V-Line	4 – 6 weeks
- H	8 weeks
- HPD/LABC	6 – 8 weeks
- Upgrade Horizon	12 weeks

### 4 Quote not accepted or unanswered

If after several reminders no return on a quote is received, we reserve the right to destroy and recycle or return the unrepaired instrument. The price for a rejected quote will be charged.

For non-accepted quotes we charge the following services:

- Return of the instrument reassembled	150CHF
- Reset to the original state (+ setting)	300CHF
- Recycling at Trimos	0CHF

### 5 Standard Exchange (SE)

In order to respond quickly to the repair needs of the spare parts, we proceed for several references to the standard exchange (replacement with an already repaired part). The commercial references of these parts are SE####.

Many distributors put these codes (SE) in their orders. These standard exchanges are repairs. They cannot be ordered as spare parts. Defective parts must be returned to receive the revised parts in return.

For some special cases, we can accept an exchange in advance. We reserve the right to charge extra for the administrative costs. There is no exchange in advance if new parts are available.

### 6 Warranty

- Repair	3 month
- Upgrade Horizon	2 years
- Standard exchange	3 month
- Repair under warranty according to the warranty period of the instrument (min 3 months after repair)	

Following a refusal of warranty, you have 3 months to object to this decision and send us your arguments. After this deadline, we consider that you accepted this decision.

For everything else please look in our general terms of delivery.

### 7 RMA - Return Material Authorization and ticket number

During 2021, we will introduced step by step RMA's numbers for your shipments to Trimos.

First step, you will receive with warranty exchange confirmation a RMA's number that must be used to return defectives parts.

After that, we will introduce RMA's numbers, for your repair sent at Trimos.

In same times, you will received ticket's number for service and online support.

For questions and details concerning these exchanges and supports please give us the ticket's or RMA's number.

## 8 Return Deadlines for credit notes

Parts to be returned following an exchange under warranty or not, must be returned within 6 months. After that, Trimos can refuse the credit note.

According with the customer service, this deadline can be re-evaluated. You must ask new deadline for each cases separately.

## 9 End of support and services

Trimos stop all supports, services and calibrations on:

- Vertical TVD
- Vertical TVA
- Horizontal TEL/TELA
- Horizontal TELMN/TELMA

Only control with certificate can be requested. For Horizontal benches, a full retrofit can be requested. See details and prices on [my.trimos.ch](http://my.trimos.ch) under Price list.

Trimos stop all services and calibrations on:

- HPA with measuring system 11µm (round connector 9p used with ND281)
- THV with measuring system 11µm (round connector 9p used with ND281)
- V/V+ with capacitive measuring system (grey display)
- TVM with capacitive measuring system (see documents 750 91 0186 “identify measuring system”)

Only control with certificate can be requested. For Horizontal benches, a full retrofit can be requested. See details and prices on [my.trimos.ch](http://my.trimos.ch) under Price list.

## 10 How doing a complaint?

Please in case of complaint or question, give us enough details to understand the problem:

non-exhaustive list:

- Accuracy and repeatability: Some measured values can help
- What the user expects
- How the user do the measure
- Condition of measure, environment
- Date of last service
- Accessories used for the measure

**Do not forget for all your questions, to indicate the serial number and the model of your instrument or ticket or RMA numbers.**