



TEMPERATURE CONTROLLERS... PORTABLE CHILLERS... CENTRAL CHILLERS... PUMP TANK STATIONS... TOWER SYSTEMS...

**SUBJECT: ELECTRONIC INSTRUMENT REPAIR POLICY & PROCEDURE**

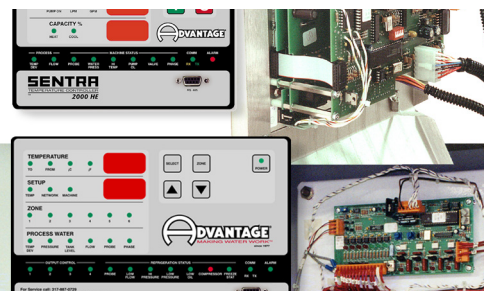
**FYI #276 1/22/08**

Revision: 11/23/2022

All control instruments used in Advantage liquid chillers, temperature control units and water systems are covered by the machine's warranty. Proprietary "tailor made" instruments are manufactured specifically by Advantage. **If you experience problems with your Advantage control instrument, it's as easy as 1-2-3 to execute our repair or replacement system in order to get your Advantage equipment running.**

**IN-WARRANTY SERVICE INCIDENT**

1. Call Advantage Service at 317-887-0729 for diagnostic assistance.
2. If a control instrument is determined to be at fault, a new or reconditioned instrument will be sent as a replacement.
3. Return the faulty instrument freight pre-paid for a full credit. **If the faulty instrument is not returned you will need to pay for it.**
4. Please provide a symptom for the faulty instrument.
5. Use the supplied shipping label to return the instrument.



**OUT-OF-WARRANTY SERVICE INCIDENT**

1. Call Advantage Service at 317-887-0729 for diagnostic assistance.
2. If a control instrument is determined to be at fault, you have 3 options:
  - a. Purchase a new instrument as a replacement.
  - b. Send your instrument back for repair, freight prepaid. For a nominal fee (currently \$335) your instrument will be repaired and returned. Note that some damage cannot be repaired such as water damage and other physical damage. If your instrument is determined to be unreparable once received by the factory you will be notified and presented with your other options.
  - c. Purchase a new instrument and repair the old one as a back up.
3. When sending your instrument back for repair, **include this form in the box.** Do not disassemble the instrument.

**OTHER INFORMATION**

1. Repair charges: Inspection - free; Repair - \$335.00; Overlay / sheet metal replacement : + \$40.
2. Repair Warranty: 1 year.
3. **Ship to: Advantage Engineering 525 E. Stop 18 Road Greenwood, IN 46143**  
**Attention: Repairs. (317-887-0729)**
4. Include in box: part, purchase order, contact name, phone number, symptom (if known).
5. For Priority Service, send the instrument to us via overnight shipment. We usually repair these instruments the same day we receive them!

Visa / MC / AE / PO# \_\_\_\_\_ Exp: \_\_\_\_\_ Symptom: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip: \_\_\_\_\_

Return Via: \_\_\_\_\_ Account #: \_\_\_\_\_ Machine Model #: \_\_\_\_\_

Return Service Level: Ground Next Day Early AM 2 Day 3 Day Machine Serial #: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Remember to Promptly Return Instrument Supplied Under Warranty.**

Pricing and return policy subject to change without notice or liability. Consult factory for current pricing and return policy.

Date Received: _____
Via: _____
Repair #: _____
Reference #: _____