

# Technical Specifications

## #94 ELECTRONIC INSTRUMENT REPAIR POLICY & PROCEDURE

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

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

**IN-WARRANTY SERVICE INCIDENT**

1. Call Temptek Service at 317-887-6352 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 Temptek Service at 317-887-6252 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 \$250 / \$270) 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 - \$250.00; Overlay / sheet metal replacement : + \$20.
2. Repair Warranty: 1 year.
3. **Ship to: Temptek, Inc 525 E. Stop 18 Road Greenwood, IN 46143**  
**Attention: Repairs. (317-887-6352)**
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!

PO# _____	Symptom: _____
Contact Name: _____	_____
Company: _____	_____
Address: _____	_____
City: _____ State _____ Zip: _____	_____
Phone: _____	Machine Model #: _____
Email: _____	Machine Serial #: _____

**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.

