



Service and Repair Procedures

We repair all McAdams Instruments products and are the only source of warranty repair for McAdams Instruments products. Virtually any Model 10A, Model 20, and Model 30 series device is repairable. Rare disasters can render them impractical to repair, but normally they can be made to function, even units that are over 30 years old.

We cannot give you a repair price before doing the repair. By the time we know for sure, we have done the work. Typical repair cost for a Model 10 is \$115 to \$165 and for a Model 20 or 30 series is \$90 to \$155. If it looks like damage is extensive we will contact you before we start.

NOTE: If something rattles around inside, *DO NOT OPERATE THE UNIT*. Doing so can make a simple repair into a major one. Also, do not operate the unit without the safety ground pin on the power plug. Doing so in the presence of certain kinds of failures can be dangerous, even fatal.

Before sending the unit back for repair, download an Operator's Manual from the web site and follow the steps in the troubleshooting section. If you still want to send it for repair, please pack it carefully (imagine that your package will be used as a football), send it to the address in the letterhead above **and include a note containing all of the following:**

- Your name and phone number – important, I may need to ask you questions.
- The complete address to ship it back to.
- The billing address, purchase order number, and any other necessary billing instructions. We will not begin repair operations without this.
- A complete description of exactly what the failure is. Believe it or not, some failures are not obvious when they arrive because the failure comes and goes.
Example: GOOD: "If I lean it on its left side, it squeals and emits smoke."
 BAD: "Please fix" "Dropped" "Working order"
- If you have any special requests or observations, please include them.

Notes:

1) The address above is only for mail or other shipping service. Do not hand carry to that address. We prefer that you do not deliver by hand at all. If you must, please contact us first for detailed instructions.

2) We do not furnish repair services for the products of any other company. Only send us products for service that are made by McAdams Instruments.