



GP:50 Repair Policy

1. All return requests require a factory-issued R/A# (Return Authorization Number). Please contact our Repair Department or access this link to fill out **RMA form**:

- 1.1. Provide information as to the nature of the application and reason for the return.
- 1.2. A purchase order is required.

2. Pricing structure and definition's of offered procedures:

2.1. Evaluation: the process by which the Repair Department will record the unit's incoming data run and verify if the unit meets specification. The charge for Evaluation is \$50.00. This evaluation fee is credited if the unit is repaired or replaced, or if the unit is within one year warranty period and the failure is a warranty issue.

2.2. Certificate of Calibration: represents a 5 point run traceable to NIST standards. The charge for a Certificate of Calibration is \$65.00. Transducer calibration is ideal for ISO9000 audits, FDA audits and preventative maintenance. GP:50 can arrange for quick turn around time on calibrations to minimize interruption in your application.

2.3. Repair: the process of reworking the existing unit to standard specifications. The charge for Repair is 60% list price of a new unit which includes a Calibration Record representing a 2 point run.

2.4. Engineering Analysis: the process by which an Engineer will analyze the unit and provide a written report. The charge for the Engineering Analysis is \$200.00.

2.5. All repairs are subject to both freight charges; on its return to GP:50 for repair and on its return to the customer.

2.6. Replacement: If the transducer cannot be repaired or if the customer decides to replace the transducer in stead of repair it, the price for a replacement unit is 10% less than the list price for this exact replacement part number.

3. Melt Pressure Transducer Repair Policies

GP: 50's qualified technicians will complete a comprehensive examination of the damaged melt pressure transducer and a detailed cost estimate before we perform the repair. We will also provide you a comparative price for replacement, to offer additional information to make a wise decision and assist in satisfying purchase and technical requirements. All of our repaired transducers include a 6-month warranty and replacements include a 1-year warranty. GP:50 offers multiple repair levels on melt pressure transducers:

3.1. Calibration: If the transducer needs to be verified for rated accuracy or must be certified to meet ISO or equivalent requirements, GP:50 will inspect, calibrate, and test the unit. Most melt pressure transducers can be calibrated for \$50.00.

3.2. NIST Certification: If your transducer requires only NIST documentation, GP:50 can provide this certification for \$65.00.

3.3. Diaphragm Replacement: If the transducer damage is limited to the diaphragm, GP:50 will replace the diaphragm, refill the unit, including calibration and final test. The transducer will be warranted for an additional (6) months. Most melt pressure transducer diaphragm replacements can be performed for \$325.00.

3.4. Rebuild: If the transducer's threads are damaged or the diaphragm is gone, GP:50 will recommend a rebuilt transducer. This will be an equivalent model with re-manufactured components. Rebuilt transducers meet new specifications and include a (6) month warranty as detailed above. Pricing for rebuilding a standard melt pressure transducer starts at \$525.00.

3.5. Replacement: If the transducer cannot be repaired or you decide to request to receive a new transducer, then a replacement option is available. These transducers are new and also include a one-year warranty. The price for a replacement unit is 10% less than the list price of this part number.

**TERMS AND CONDITIONS - Net 30 Days/Quoted FOB Grand Island NY. All Prices US Dollars.
PRICES SUBJECT TO CHANGE WITHOUT PRIOR NOTICE.**