



GP:50 Repair Department

GP:50 offers a comprehensive service program with qualified technicians to ensure that our products are returned to the field in a timely manner and meet GP:50 specifications.

Repair costs may vary depending on the work required. Repair cost is determined after evaluation of the damaged product. The repair department will provide an estimate of the repair cost and turn around time. There is an inspection repair charge if the unit is found to be outside the warranty period. Repair inspection charges may be used towards the repair cost or towards a replacement unit if purchased. Inspection charges vary depending on the model being returned but typically run around \$50.00. A repaired unit carries a 6-month warranty.

If it is determined that the transmitter cannot be repaired or the repair cost out weighs the value of the unit a 10% discount for a new replacement unit will be extended. Replacement transmitters carry a 1-year manufacturer's warranty.

Repair Return Procedure

With over 20 years of instrumentation experience GP:50 has found that contacting our technical sales department to discuss the damaged product will help determine the best resolution and provide recommendations to maximize product performance.

Prior to returning any equipment to GP:50 please obtain a **Return Material Authorization (RMA) number**.

An RMA can be obtained by either contacting our Customer Service Department at 716-773-9300 and a Repair Representative will issue you a RMA number or you can fill out **an RMA Form here** and one will be issued to you via e-mail.

In order to service you more quickly and accurately packages being returned to GP:50 must be marked with the RMA number on the outside of the return package. Please include as much of the following information as possible: **Purchase Order, Invoice Number, Return Address, Telephone and Fax Numbers, Manufacturer, Model Number, & Serial Number. Also, please note the reason for return or repair.**

Repaired Product Warranty Policy

GP:50 warrants its products to the original customer/purchaser against defects in material and workmanship for a period of one year from the date of sale by GP:50.

Calibration Services

GP:50 can calibrate your transducer to ensure it meets original factory specification. A Calibration Certificate is provided with the transducer and NIST traceable certificate is available upon request. GP:50 can also provide "before and after" calibration data when required.

Electronic Instrumentation

GP:50's electronic instrumentation can be evaluated for repair for a flat rate of \$115.00 plus parts. Repaired products again include a (6) month warranty. If the instrument is not repairable or parts are not available due the manufacturer, model, age, or configuration of the product, then a replacement product is suggested and quoted for your consideration. Electronic repairs start at \$115.00 plus the cost for parts. Repaired electronic instruments include a (6) month warranty.

Transducer Trade-In Program

Save 25% OFF a New Purchase. GP:50 knows once you use our melt pressure transducer you will discover it was well worth it and we're offering this incentive to prove it. Simply send us your "other manufacturer's" pressure transducer in any condition and we'll send you an equivalent new GP:50 model at a discount off list price!