

## Maintenance

All Schonstedt instruments are built to provide trouble-free operation for many years. Normally, maintenance is limited to the occasional replacement of batteries.

In the event that a malfunction does occur, refer to the troubleshooting guide in the instrument's instruction manual. It lists some minor problems that can be corrected in the field.

## Service

If your Schonstedt instrument needs service or repair, return it (in its case) to the factory along with your name, address, telephone and fax number, and email address if available, and a description of the trouble(s). Please make arrangements with your shipper for proper insurance coverage.

Upon receipt of your instrument at Schonstedt, a written estimate for cost of repair will be completed and faxed or emailed to you. If the instrument is covered under warranty you will not be notified of charges. No repair work will be done on the unit until authorized.

## Warranty \*

The warranty coverage for Magnetic Locator units is **7 years**. The warranty coverage on Pipe & Cable Locator units is **3 years**. All other Schonstedt products are warranted for 1 year unless otherwise specified. See Instruction Manual for full warranty information.

\* Military & EOD warranty 1 year.

## KEEP THIS HALF OF WARRANTY CARD FOR YOUR RECORDS

Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

**SCHONSTEDT** 

**SCHONSTEDT** 

## Customer Registration Card

### Customer Information

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

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

Tel \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_

- Check Business Type:
- |   |   |
|---|---|
| <input type="checkbox"/> Military / EOD           | <input type="checkbox"/> Environmental Industry |
| <input type="checkbox"/> Land Surveyor            | <input type="checkbox"/> Construction Industry  |
| <input type="checkbox"/> Telephone Industry       | <input type="checkbox"/> Electrical Industry    |
| <input type="checkbox"/> Rental Industry          | <input type="checkbox"/> Water Industry         |
| <input type="checkbox"/> Local Govt./Public Works | <input type="checkbox"/> Real Estate Industry   |
| <input type="checkbox"/> Other _____              |   |

### Product Purchased

Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Please complete one warranty registration form for every instrument/model purchased. "Kits", containing one (1) magnetic locator and one (1) pipe & cable locator, can be registered on the same warranty card.

### Where did you purchased your locator?

Company \_\_\_\_\_

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

### How did you hear about the product?

*Check All That Apply*

- |                                     |   |  |   |
|-------------------------------------|---|--|---|
| <input type="checkbox"/> Trade Show | <input type="checkbox"/> Advertisement      | <input type="checkbox"/> Dealer        | <input type="checkbox"/> Existing Owner |
| <input type="checkbox"/> Card Deck  | <input type="checkbox"/> Business Associate | <input type="checkbox"/> Press Release | <input type="checkbox"/> Other _____    |

## MAIL THIS HALF OF WARRANTY CARD

## Schonstedt Instrument Company

100 Edmond Road • Kearneysville, WV 25430

Tel.: (304) 725-1050 • Fax: (304) 725-1095

www.schonstedt.com • e-mail: schonstedt.info@spx.com



## *Here's a bonus for you!*

Complete and return the registration card or register your warranty online at [www.schonstedt.com/welcome](http://www.schonstedt.com/welcome) within 30 days of purchase, and Schonstedt will give you an additional 6-months of warranty coverage.

(Extended offer valid only for US end users)

### FAQs about our service and your unit

#### What are the operation hours for Customer Service and Repairs Department?

Customer Service: Mon-Fri 8:00 to 5:00

Repairs: Mon-Fri 7:30 to 4:00

#### What is the hotline to Customer Service and Repairs Department?

Toll-Free 888-367-7014 or 304-724-4722

#### If my unit needs service or repair where do I send it?

Send your unit to Schonstedt. Our shipping address is:

**Schonstedt Instrument Company**

**100 Edmond Road**

**Attn: Repair Dept.**

**Kearneysville, WV 25430**

#### Do I need a Return Authorization Number for my repair? No

#### What information do I need to enclose with my unit if I am sending it in for repair or service?

Please enclose a business card or company letter head with your name, billing and shipping address along with your telephone and fax numbers and e-mail address if available. Your information will be kept confidential and will not be resold or distributed in any manner.

#### How long does it take to have my locator repaired?

It takes 48 hours from customer approval for Magnetic Locator units.

It takes 72 hours from customer approval for Pipe & Cable units.

***Warranty and service information can be located on our web site at [www.schonstedt.com](http://www.schonstedt.com)***

**SCHONSTEDT INSTRUMENT COMPANY  
100 EDMOND RD  
KEARNEYSVILLE WV 25430-9930**