



Issued September 2001
Replaces 9/99

SERVICE REPAIR RATES

List Price

ALL DORAN PCB'S - Flat Rate

\$ 225.00

ALL SCALES TO BE REPAIRED - Flat Rate

\$ 315.00

SCALE REPAIRS INCLUDING A NEW LOAD CELL

8" x 10"; 10"x 10"; 12" x 12" & 12" x 16" including LC1010, LC1022 or LC1042

\$ 425.00

SCALE REPAIRS INCLUDING A NEW LOAD CELL

18" x 18"; 18"x 24" & 24" x 24" including LC1250

\$ 568.00

SCALE REPAIRS INCLUDING A NEW LOAD CELL

10" x 10; 12"x 12" & 12" x 16" including stainless steel LC1140

\$ 568.00

AIS, BIS, CIS REPAIRS - FLAT RATE

\$ 210.00

HOURLY RATE

\$ 75.00

OUT OF WARRANTY:

1. Doran Scales offers a flat rate charge to repair PCB's that are out of warranty. Contact our Service Department for prices, which are subject to Discount Schedule C.
2. If a Dealer does not authorize service work after Doran makes a cost estimate, the following Evaluation Charges will apply: PCB - \$75.00; Scale or Base - \$75.00
3. The dealer is responsible for all shipping charges.
4. Reconditioning a PCB is at the discretion of Doran Service personnel. If a PCB has been determined not fit for use, the Dealer will be contacted for instructions.

RETURN POLICIES:

1. Printed Circuit Board (PCB) returns must be packed in protective anti-static packaging. We will not be able to repair any boards not returned in anti-static packaging. ESD bags can be ordered from Doran Scales.
2. Items returned must be the original scale components as proven by Doran production data sheets. The only exception is if Doran has an RMA record that indicates the item was replaced previously under warranty.
3. To verify warranty, dealers must provide the scale serial number on the item(s) they repair.
4. If no defect is found on a returned part, Doran will consult with the Dealer before returning as "No Problem Found"
5. There is no reimbursement for any component out of warranty.



6. Reimbursement will not be given for “zero shifted” Load Cells, which is defined as having greater than 20% of maximum signal voltage for a zero reading.
7. One (1) hour maximum warranty reimbursement for PCB or Load Cell replacement is allowed.
8. Mileage reimbursement for one customer visit will be given if failures are within 30 days of warranty, within a 50 mile radius and at 29 cents a mile. For reimbursement Doran must be able to reproduce the failure.

RETURN MATERIAL AUTHORIZATION (RMA):

1. All returns must have an RMA number assigned before returning to Doran Scales. Not having a RMA number will slow down the service process.
2. Record a brief description of the functional problems you or the end user experience on the returned paperwork.
3. If the customer needs the unit quickly, please indicate this on the paperwork. Doran Scales standard lead-times are 5 working days for warranty repairs, and 15 working days for non-warranty repairs. All lead times are from the time Doran physically receives the items to the time Doran ships the repair back.