

# ALTRONICS Inc Service Request Form

Ship your unit to:  
**ALTRONICS INC**  
**1411 S. Roselle Rd**  
**Schaumburg, IL 60193**  
**Attn: Tech Dept**

Please fill out this form completely and send it with your unit.

**\*\*\*Please describe the problem you are having with your unit in the Notes section of this form, also include any additional services or products you require\*\*\* Approximate lead time on standard service (update/calibration) is 1 week. Older and/or damaged systems may take longer.  
**\*\*\*Do NOT ship any packages collect, they will be refused\*\*\*****

### Return shipping address

Name \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ ST \_\_\_\_\_ ZIP \_\_\_\_\_  
 Phone \_\_\_\_\_  
 Email \_\_\_\_\_

Please indicate your payment and shipping options in the space provide below.

**All payments will be made via Credit Card.  
 Contact us if other form of Payment is needed.**  
 (Please fill out Credit Card section)

MC  Visa  Amex  Discover

CC # \_\_\_\_\_

Exp. Date \_\_\_\_\_

3 digit security code on back (Amex on front) \_\_\_\_\_

Signature \_\_\_\_\_

### STANDARD SERVICE CHARGES

Model	Rate
PerformAIRE Non Paging/Handhelds	\$95
PerformAIRE Paging	\$135
REDALERT/O2ALERT	\$95
DataQuest	\$175
PowerQuest	\$135
PowerLite	\$200
<b>Any system manufactured before 2013</b>	<b>\$250</b>
<small>Systems built before 2013 may not be repairable</small>	
<b>For other systems please contact via email or telephone for cost.</b>	

Warranty repairs will be shipped ground at no charge within 30 days of purchase (Invoice required).  
 Standard Service Charges include Calibration/Software/Firmware update only.  
 Standard Service Charges do not include replacement parts or additional service. You will be contacted if fees exceed standard service.

### Return Shipping Options:

Make your selection and the cost will be added to your invoice. (The below shipping charges are approximate and for inside the continental US only and based on a 3lb \$400 insured value)

- UPS Ground** (\$25-30)
- UPS Orange** (3 day delivery \$40.00-50)
- UPS Blue** (2 day delivery \$60-80)
- UPS Red** (1 day delivery \$90-160)
- US Priority Mail** (Typically less expensive)

Check this box if you want shipment delivered without a signature request. By Checking this "no signature" box you assume all responsibility for all lost or stolen shipments.

**Note: Update or Repair services do NOT renew or extend Contingency Eligibility. RENEW form is required. Visit Contingency page of our website for more info.**

NOTES:

- Repairs will be returned as quickly as possible if you have provided proper payment for the repair and shipping charges.
- The service charge listed is based on the assumption that the unit has not been physically damaged. You will be notified before work is completed if there is any additional amount needed to repair unit.
- Prefer Email [Tech@AltronicsInc.com](mailto:Tech@AltronicsInc.com) to check status. Contact your shipper to verify delivery.
- Remember to pack the unit to protect it on its way to us. Insure it for its replacement cost. We are not responsible for lost or damaged property in transit to us.

Continue on back if needed

**NOTE:**

PerformAIRE trailer based systems: Unless there is an issue with the wind sensor it does not need to be sent in. Mounting post does not need to be sent in.

It is our top priority to get systems back to you ASAP! Especially during racing season, which can be a busy time for us. Therefore, we request that to help us provide the fastest service, that you contact us by email [Tech@AltronicsInc.com](mailto:Tech@AltronicsInc.com) to request status check or provide any other information on your system that is in for service.

There is no need to contact us to verify we received your system, please track your shipment via the shipping service you used to verify it has been delivered.

We will contact you if we have any questions on your system or if your system requires any service beyond the standard service.