



Repair and Calibration General Conditions-EN

4	NZO 06/01/2025	Minor changes	BCL
3	GCI 04/12/2019	New lay-out SDT	PDG
2	RBT 24/07/2015	« FedEx » remplacé par transporteur	GEL
1	RBT 2015/07/03	Original version	JPE
Ver.	Writer	Nature of modification	Verified

1 OBJET

This document contains the general conditions of repair and calibration.

2 DIFFUSION LIST

For all customers who wish to send in a repair or calibration.

Dear Sir or Madam,

You would like to have your SDT system repaired or calibrated. This operation includes different steps, which are detailed hereafter:

Shipping the equipment to our premises

In order to prevent any damage during shipping, we strongly recommend that the equipment be shipped in its storage case.

Failure to do so will result in the invoicing of additional packing fees.

Please ship your equipment to the following address:

SDT International
Boulevard de l'Humanité, 415
1190 Brussels – Belgium

Please, also include your shipping details, as well as the name of a contact person.

We recommend that you fill the Service Request Form available on our site at <https://www.sdtultrasound.com/downloads-area/other> specifying the requested service: checking, calibration or repair.

In case of a request for repair, a short description of the problem encountered will be required.

Checking the equipment

We will check each element that you return to us individually.

- Detector,
- Battery,
- Charger,
- Sensors and accessories.

We therefore advise that you ship the whole kit.

Remember that each element received will be checked individually. If you send a second battery or a second set of sensors, additional checking fees will be invoiced.

Note: for Tank Test systems, you do not need to return the mechanical sleeve, nor the suction and discharge hoses.

Quotation for repair/calibration

A quote for repair and/or calibration will always be submitted to you for approval.

This quotation will be issued about 3 working days after receiving the equipment in our offices.

Regarding repairs, we offer reconditioning so that the equipment is restored to its original performances.

Of course, you are free to accept or reject this repair quotation.

If you reject the repair quotation, the defective equipment will not be calibrated.

A fixed fee of 120€ (taxes not included) will be invoiced, to cover checking costs.

If you accept the repair/calibration quotation, please send us your order form by e-mail at aftersales@sdtultrasound.com.

Repair/calibration of your system

This quotation will be issued about 5 working days after the receipt of the equipment in our offices.

For the Tank Test equipment, an additional period of 48 hours may be required for sensor replacement.

It corresponds to the drying time for the sealing joint of the sensors.

Reshipping of the equipment

Your equipment will be returned by a carrier that ensures next-day delivery to most destinations.

Reshipping fees for your equipment will then be at your own expense.

You may also have the equipment picked up by the carrier of your choice.

Please, feel free to contact us, should you require any additional information.

Sincerely yours,