

# RADAR REPAIR POLICY



## **What do I need to send in?**

Please send in the radar unit with **ALL** electrical components: Antennas, Antenna Cables, Remote, Computer, Power Cord, & Tuning Forks. If all parts are not sent in, the unit cannot be repaired or re-certified.

**If we don't receive ALL parts, you will be quoted the prices of the missing parts, which are needed in order to complete the repair and re-certification.**

Please include your company or department letterhead, or a business card, please give a detailed description of the problem along with contact information, including your email address. Please include if this is an intermittent issue or one that happens every time the product is use, etc.

If the bill for the repairs needs to be sent to a different address than the radar, please note that when you send in your radar.

## **What is the repair process?**

Once Pulse receives the radar unit, the service technician will diagnose the problem and you will be sent a repair estimate prior to any work being performed.

After receiving your estimate, you can choose from the following options:

1. Approve the estimate and proceed with the repair.
2. Decline the estimate, pay the bench fee of \$125 plus return shipping costs, if not returned, bench fee will be charged.
3. Discuss trade in options with the sales staff.

All radar units repaired will have a \$45 charge to be recertified.

***All repairs are sent to:***

***Pulse Technology Partners***

***610 State Route 116***

***Metamora, IL 61548***

*Phone: 844.357.2327*

*Office Email: office@ptpcorporate.com*

*Pulse Technology Partners guarantees the repair for a period of 90 days. During that time period Pulse Technology Partners will repair without charge to the customer any repair returned for the same problem*