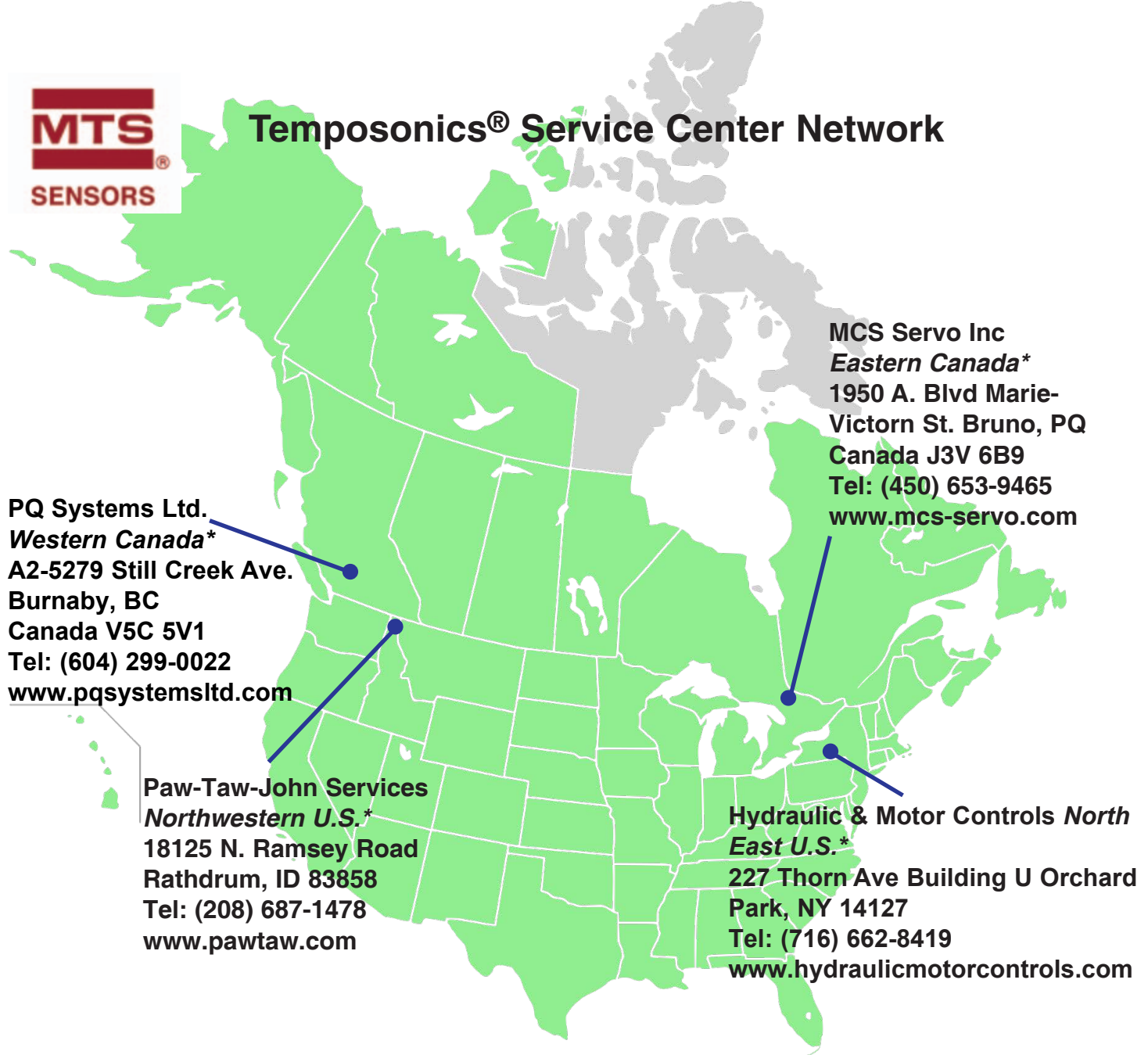




# Temposonics® Service Center Network



**PQ Systems Ltd.**  
*Western Canada\**  
A2-5279 Still Creek Ave.  
Burnaby, BC  
Canada V5C 5V1  
Tel: (604) 299-0022  
[www.pqsystemsLtd.com](http://www.pqsystemsLtd.com)

**Paw-Taw-John Services**  
*Northwestern U.S.\**  
18125 N. Ramsey Road  
Rathdrum, ID 83858  
Tel: (208) 687-1478  
[www.pawTaw.com](http://www.pawTaw.com)

**MCS Servo Inc**  
*Eastern Canada\**  
1950 A. Blvd Marie-Victorin St. Bruno, PQ  
Canada J3V 6B9  
Tel: (450) 653-9465  
[www.mcs-servo.com](http://www.mcs-servo.com)

**Hydraulic & Motor Controls North East U.S.\***  
227 Thorn Ave Building U Orchard Park, NY 14127  
Tel: (716) 662-8419  
[www.hydraulicmotorcontrols.com](http://www.hydraulicmotorcontrols.com)

**Factory Service & Support**

- Full factory applications engineering support
- 24 hour field service
- 48 hour turnaround on most repairs
- Comprehensive repair and application analysis reports
- NIST traceable laser calibration
- Environmental test and burn-in capabilities

**Authorized Service Centers**

- Factory certified repair technicians
- Genuine Temposonics replacement parts
- ISO certified assembly & test procedures
- Local applications and field service support
- Comprehensive Temposonics product sales & support

\* Denotes primary repair service territory

## Customer Service Policy

### Repairs

- Evaluation Charge: \$195.00.
  - If the repair is determined by Paw-Taw-John Services, Inc. or MTS<sup>®</sup> to be a warranty repair, the evaluation fee is waived.
  - For qualified customers, Paw-Taw-John Services, Inc. will waive the evaluation fee with the purchase of an equivalent replacement.
- Customer will be notified of estimated repair cost (phone, fax or e-mail). Upon customer approval, repairs will be completed and item returned to customer.
- All repair items waiting customer authorization beyond 120 days will be returned. Evaluation fee and shipping costs will apply.
- Repairs are warranted for 90 days from repair date. Warranty covers replacement parts only. Waveguide repairs on probes are not warranted.
- Unless otherwise specified all returned items will be shipped **UPS – GROUND**.

Note: *All new Temposonics<sup>®</sup> products listed have a 2-year limited warranty. Customer damage voids warranties.*

### Field Service Rates:

- Rate: \$250.00/hr. (4 hour minimum, portal-to-portal)
- Travel Mileage: .60¢/mile (dependant on fuel prices).
- Travel & Living Expenses: At cost

### Shipping

- Unless otherwise specified all returned items will be shipped **UPS – GROUND**.
- Warranty repairs are returned UPS – Ground at no cost. Warranty repairs returned at other than UPS – Ground will be at the customer's expense.
- Shipping crates are required for position sensors with longer stroke lengths, as follows:
  - US or Canada: Stroke lengths 200 inches and above
  - International: Stroke lengths 161 inches and above
  - Contact Paw-Taw-John Services, Inc. for crate pricing
  - **Probes over 94 inches long must be shipped UPS Ground Freight.**

### Expedite Fees

- All sales orders can be expedited. Expediting an order does not guarantee next day delivery. Product availability depends entirely on stock on-hand.
- For Paw-Taw-John products (including on-hand MTS inventory) \$50.00
- MTS<sup>®</sup> products drop-shipped from the factory: \$150.00 (non discountable) 5 - 7 business days to ship.

### Returns

- All returned standard items must be in as new condition and are subject to a 35% restocking fee. Non-standard or custom items are subject to a 65% restocking fee. Contact Paw-Taw-John Services, Inc. for further information on returns.

### Purchase Orders / Credit

- All purchase orders / credit accepted only with the pre-approval of Paw-Taw-John Services, Inc. accounting department.
- MasterCard/Visa and AMEX accepted. COD available (additional fees may apply).