



ISO 9001:2000

Effective July 1, 2012

To Our Valued Customer:

The 3M™ E-A-Rfit™ System Repair & Calibration Service Center is the only 3M authorized service center for repairing, calibrating and completing warranty work on 3M™ E-A-Rfit™ Validation Systems and related components. The following document will explain the process and pricing for these services.

You should inspect the kit upon receipt to ensure all components are received and are in good working order. Any new or serviced product is calibrated prior to shipment to maximize the time before recalibration is required. Calibration is valid for 24 months from the date of calibration. After 24 months, it is the owner's responsibility to ensure that all E-A-Rfit™ System components are returned to the 3M™ E-A-Rfit™ System Repair & Calibration Service Center for calibration.

Calibration:

We offer a fixed price for each unit returned for calibration. Calibration certificates indicating date of calibration and calibration due date will be included with the returned products. Cost of shipping product to and from the 3M™ E-A-Rfit™ System Repair & Calibration Service Center will be at your expense. Refer to the attached pricing guide for calibration cost.

Warranty Repair:

Please see attached E-A-Rfit™ Validation System Warranty for details.

Diagnostic Analysis and Non-Warranty Repair:

We offer a Diagnostic Analysis option for units which are not working properly or are in need of repair. This service is provided through a non-refundable, fixed diagnostic evaluation charge for each unit returned. Upon evaluation, the full cost of repair will be determined. Repair cost will be communicated to you to authorize repair or replacement. Any action to repair or replace a unit will not proceed without credit card payment or a purchase order (only available to companies that have a direct account with 3M) You are responsible for the cost of shipping the unit to and from the 3M™ E-A-Rfit™ System Repair & Calibration Service Center. All products repaired will also be calibrated and you will be charged according to the Calibration fixed price. Refer to the attached pricing guide for that cost.

If the unit is not repairable, the non-refundable Diagnostic Analysis charge can be applied to the cost of a new unit.

Spare Parts:

Please be sure to get the correct stock number for your part. Contact the 3M Customer Service Department by phone (888-733-4512) to get the correct 3M stock number and price for the part you need. Refer to the attached pricing guide for additional information.

Return for Calibration/Repair:

To send your units for repair or calibration you will need to complete the E-A-Rfit™ System Service Request Form. You may obtain a copy of this form from the E-A-Rfit™ System User Support website (<http://earfit.3m.com>) or by calling the 3M Customer Service Department. A Returned Goods Authorization (RGA) will NOT be required and there is no need to contact 3M Customer Service prior to shipment. However, when shipping your units to the 3M™ E-A-Rfit™ System Repair & Calibration Service Center, we recommend that you track shipment and delivery of your units through your carrier. Your tracking will serve as delivery confirmation.

1. Complete and print the E-A-Rfit™ System Service Request Form for the all the equipment requiring service.
2. Package the unit(s) in accordance with the shipping guidelines provided below. Include the completed Service Request Form with the unit(s) sent in for service.
3. Once the shipment is received the Service Center will complete the requested calibration or Diagnostic Analysis.
4. For units returned for calibration, a Customer Service Representative (CSR) will contact the individual noted on the Request Form for payment and verify the “ship to” address. **Preferred method of payment is credit card. However, If you are billing this service through a distributor, please include a copy of the Purchase Order (PO)**
5. For units returned for Diagnostic Analysis, if it is determined that additional charges will apply to repair the unit(s), the CSR will contact the individual noted on the Request Form for repair authorization and payment of the additional charges.
6. Once payment is received, the unit will be returned to the “ship to” address provided on the Service Request Form. (Freight charges apply for units returned for service outside of the 90-day product warranty.)

***A purchase order number may be used for billing if you have a direct account with 3M.**

Shipping Guidelines:

1. All material must be packaged in an appropriate container that will ensure undamaged delivery to the 3M™ E-A-Rfit™ System Repair & Calibration Service Center.
Packaging Options:
 - a. Double corrugated cardboard boxes with vertical crush rate of 20lbs is considered the minimum recommended packaging. (The rating is normally indicated on the bottom of the box.)
 - b. Ship in the original E-A-Rfit™ case. Note: ONLY ship the items that require repair or calibration. Remove all other components
2. Ensure all parts within the box are packed in such a way as to prevent movement within the box.
3. Speakers returned for calibration that include a microphone clip fastened to the grill must be protected with an appropriate wrapping for protection.
4. All boxes must be securely closed.
5. The Service Request Form should be included with the shipment.
6. Send units to:

3M™ E-A-Rfit™ System Repair & Calibration Service Center
8001 Woodland Dr.
Indianapolis, IN 46268

Contact the 3M Customer Service (888-733-4512) for additional assistance, if needed.

Indianapolis, IN 46268
(888-733-4512)

3M™ E-A-Rfit™ Validation System Warranty

WARRANTY: For a period of ninety (90) days from customer receipt of the E-A-Rfit™ Validation System, 3M will repair or replace product found to be defective in material and/or manufacture. THIS WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

LIMITATION OF LIABILITY: Except as provided above, 3M shall not be liable or responsible for any loss or damage, whether direct, indirect, incidental, special or consequential, arising out of the sale, use or misuse of 3M™ Occupational Health & Environmental Safety Division products, including the E-A-Rfit™ Validation System, or the user's inability to use such products. THE REMEDIES SET FORTH HEREIN ARE EXCLUSIVE.



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2012 Calibration, Repair and Parts Pricing Guide:

Calibration Pricing Schedule:

A flat rate, non-refundable charge of \$75.00 (USD) will be charged for each unit which is calibrated. A unit is considered 1 microphone or 1 speaker; if 1 microphone and 1 speaker is returned then the charge will be \$150.00 (USD). If during the calibration process it is determined that repair of the unit is needed, the calibration process will stop and the customer will be contacted to approve the estimated repair charge and repair. All calibrated units will be returned with an updated certificate of calibration.

If calibration is not successful and the unit is deemed to be unrepairable, the flat rate charge may be applied to the purchase of a new unit.

Repair Pricing Schedule:

A flat rate, non-refundable charge of \$75.00 (USD) for Diagnostic Analysis will be charged for each unit returned for repair. Additional charges may apply depending on parts and labor required to repair the defective unit. Prior to repair, the customer must approve additional repair cost (see "Diagnostic Analysis and Non-Warranty Repair" section).

Parts:

The following replacement parts can be purchased directly from 3M:

<u>Part:</u>	<u>Price:</u>
393-1002 Accessory Kit	\$49.95/Pack
(2 ea.) Cleaning Tool	
(2 ea.) Magnetic Clip Kit	
193-1000 E-A-Rfit™ Speaker	\$995.00 ea.
293-1000 E-A-Rfit™ Microphone	\$495.00 ea.
393-0007 E-A-Rfit USB cable	\$4.95 ea.
393-0005 E-A-Rfit Speaker Power Supply	\$29.95 ea.
293-0013 Microphone Tip	\$39.95 ea.
Microphone "L" bracket	Contact 3M Customer Service for availability

The following parts must be purchased through your local safety distributor:

13250-00000-20 Clear lens eyewear
319-1003 Roll Model
85099-00000 Ear Gage™