

SUNA Update:

SUNA Standard service description and V2 warranty quality upgrade

SUNA Standard Servicing:

Sea-Bird Scientific has put in place “standard servicing” for equipment to facilitate faster turnaround times for our customers. Previous to this method, we would charge an inspection fee, and a calibration fee on each instrument. If instrument repair was required, we would seek authorization to perform repairs, and then proceed (alternatively we could be preauthorized if some repair was expected). Seeking approval for repair does incorporate delay when servicing equipment.

Secondly, with a fixed pricing for servicing, instrument users can better budget yearly costs for using the equipment.

Our standard servicing fee was developed through monitoring history of common service items for the particular instrument and is combined with the price for evaluation and calibration.

In addition to common repair items and general instrument maintenance required, we perform any upgrades or improvements available if applicable. (This includes the SUNA V2 improved double O-ring housings and memory circuit upgrade). Please note that these improvements are free of charge and not included in the servicing fee.

Note that we recommend that each instrument be returned on a yearly basis. Without yearly maintenance instrument performance and data quality may suffer.

At this time, the SUNA Standard Service includes:

1. Incoming functionality and visual Triage
2. Internal inspection – includes addressing any apparent hardware issues
3. Replace bulkhead connector if required
4. Electronic repair if required (limited to main and spectrometer circuit boards)
5. Replace RTC battery (SUNA V2 Only)
6. Memory reliability upgrade (SUNA V2 Only)
7. Firmware upgrade
8. Replace windows if required and pressure test
9. Replace O-rings, desiccant packs and nitrogen purge (SUNA V2 would include new housing design install)





10. 6 hour data log and evaluation
11. Perform calibration
12. Final testing including verification of all functions, and nitrate check standard evaluation

Incoming functional and visual Triage includes:

- Instrument visual inspection
- Verify wiper operation if applicable
- Capture settings and archive onboard data (SUNA V2)
- Delete on board data (SUNA V2)
- Capture light levels before and after cleaning optics
- Service classification

SUNA V2:

Sea-Bird Scientific will continue to provide the SUNA V2 quality upgrades to your instruments at no charge. This includes the new double o-ring housings, spectrometer evaluation and replacement if required.

The standard servicing fee will not apply, and not be performed if you could include this request in your online RMA submission (RMA request). Please add the text "Standard Servicing not required for sn xxx" in the details section of the RMA submission.

Please note however, Items 6, 9, 11 and 12 in the "SUNA Servicing" items listed will continue to be performed.

Note that SUNAV2 warranty is 1 yr. Specifically for the SUNAV2 lamp the warranty is 1 yr or 900 hours of lamp usage (whichever comes first).

If we discover that additional repairs are required, we will provide you with the detail and pricing for these repairs before performing them. Please understand that repair price could be higher than the standard servicing fee.