



VETSENS — HELPING TO MAINTAIN THE RHYTHM OF LIFE

ABN 36 895 124 734

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Warranty Form

Vetsens supplies all products with a one year warranty on the pulse oximeter and 3 months on the probe and cables, with the sender paying for return postage only. For warranty, the pulse oximeter should be sent back with the original packaging and in as new or clean condition as possible .

Reasons why a repair is not covered under warranty:

- The unit has been dropped or mishandled. Eg a dog has chewed the probe.
- The unit has been subjected to water or fluids.
- The device has been modified or repaired elsewhere previously.

Reasons why a repair is covered under warranty:

- The unit suddenly does not turn on
- The pulse oximeter has been handled correctly but does not work

If an item is returned for warranty repair, and the repair is not deemed a warranty repair, there will be a minimum charge + postage. No charge will be incurred until the customer is advised of the status. If a device is under warranty and requires repair, Vetsens will endeavour to fix the problem and return the device as soon as possible.

Please write a note describing the problem and send all warranty repairs to:

Vetsens
19 Meluca Crescent
Hornsby Heights
NSW 2077

Troubleshooting

Returning items for warranty means the pulse oximeter or monitor will be out of use, and sometimes the problem can be easily fixed with some inspection and effort – please review the Vetsens Youtube videos at www.youtube.com/vetsens.

Before returning items for warranty, please check:

- The batteries are operational. If in doubt, replace the batteries and recheck
- The connector is operational. Please unclick, reconnect and review common faults below
- For pulse oximeters, please check the red light is on.

Some common faults:

- The connector is not jammed. If jammed, please rotate the connector until the key on the connector lines up with the slot, and then unclick. This may require some force.
- Bent connector pins. First view the pins, then unscrew the yellow connector part, disassemble, and gently move the pin back to vertical and re-assemble.

Pulse Oximeter Return Form

Contact Name: _____

Veterinary Surgery Name: _____

Veterinary Surgery Address: _____

Type of Pulse Oximeter (please circle):

VETSEN-P02

VETSENS-PO4

OTHER

Warranty (please circle): YES / NO

Date of Purchase (needed for Warranty returns only) _____

Please describe the problem: _____

Would you like to be added to the mailing list: YES / NO