HatchTech
INCUBATION TECHNOLOGY

Manual

Return Procedure Preventive Parts Service

Inside the European Union

Version 1, January 1, 2025

1 Return procedure for CO_2 sensors and humidity sensors

Please check the conditions for Sensor Calibration on Preventive Parts Service - HatchTech and follow the steps described below:

1. The Buyer will replace the old sensor(s) to be calibrated with the calibrated sensor(s) received from HatchTech Care Service.

2. The Buyer sends the sensor(s) to be calibrated in accordance with Delivered Duty Paid (DDP) Incoterms® 2020, including a packing list, within one month after receiving the calibrated sensor(s), to:

   HatchTech B.V.
   Attn.: HatchTech Repair Department
   Innovatielaan 3
   6745 XW De Klomp
   The Netherlands

   Please make sure that the number of sensors received and the number of sensors to be shipped are equal, and that the sensors are free from visual and/or water damage (Annex B).
   Missing packing lists may cause delays and errors in processing.

   Packing List
   Some important details to include in the Packing List are:
   - Date
   - Shipper and exporter contact information
   - Consignee contact information
   - The origin address of cargo
   - The destination address of cargo
   - Total number of packages within this shipment
   - A detailed description of each package
   - The volume and weight of each package
   - A description and quantity of the goods of each package
   - The volume and weight of the entire shipment

3. The Buyer sends the Packing List and the Return Form Preventive Parts Service, including the HatchTech reference (Annex A), to repair@hatchtech.com.

4. The Buyer includes a hard copy of the Return Form Preventive Parts Service, including the HatchTech reference (Annex A), and the Packing List with the shipment.

5. After receiving the sensors to be calibrated, the HatchTech Repair Department will check the Care Service Agreement, the number of sensors, and any defects such as visual and/or water damage.
   In case of an unequal number of sensors and/or defects such as visual and/or water damage (Annex B), HatchTech will invoice the Buyer for the difference, calculated based on the price of a new sensor.

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Annex A

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Innovatielaan 3
6745 XW De Klomp
The Netherlands

+31 318 512 511
info@hatchtech.com
hatchtech.com

P.O. Box 256
3900 AG Veenendaal
The Netherlands

Return Form Preventive Parts Service

CONTACT DETAILS	
Company Name	
Street Address	
City / State / ZIP	
Email Adress	
Phone	
Contact person	
Reference number	VR-.....

ITEM					
ITEM NO.	DISCRIPTION	HS code	Price	QTY SENSOR RECEIVED	QTY SENSOR RETURNED
D-16285	CO2 Sensor GMP 252	90271010	€ 0,60		
D-01200	Humidity Sensor	9027899000	€ 0,34		

It is not allowed to use this Service of Calibrating Sensors without a HatchTech Care Service Essential.

I would like to receive damaged sensor back in case of non-reparable and I accept the extra shipment costs:

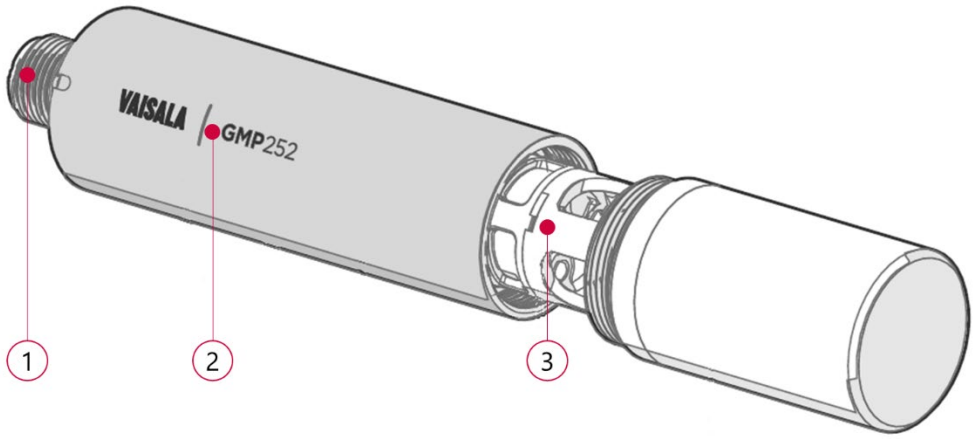
YES ☐ NO ☐

- The customer is responsible for the transport costs, HatchTech will ship those goods under delivery term DAP.
- Your damaged sensor will be shipped separately from your repaired parts.

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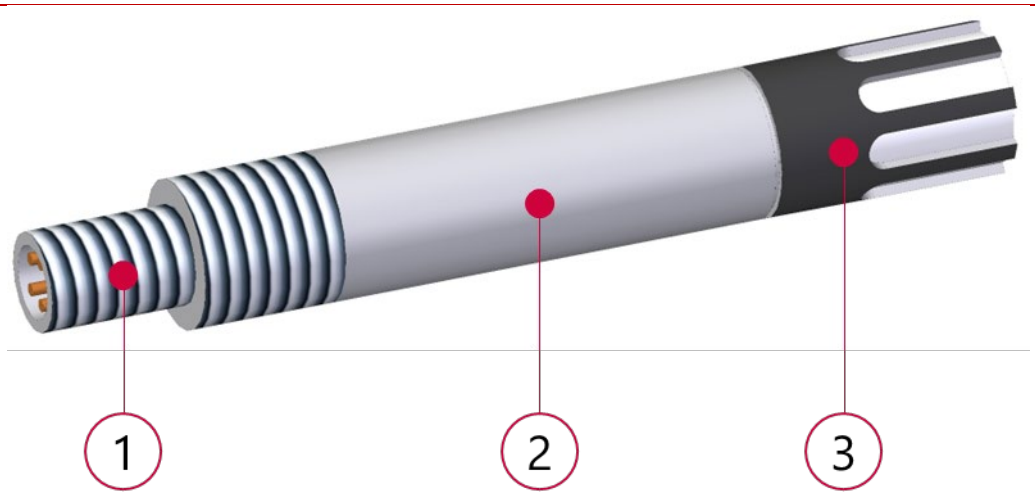
Annex B

TI-D-16285 Extreme Damage



1. Check 5-pin M12 connector (1).
    - If the thread is damaged to such an extent that a connection cable can no longer be screwed on → reject sensor TK-16285.
    - If pins are damaged / missing → reject sensor TK-16285.
2. Check probe body (2).
    - If probe body is cracked → reject sensor TK-16285.
3. Check measurement cuvette (3).
    - If measurement cuvette is cracked → reject sensor TK-16285.

TI-D-01200 Extreme Damage



1. Check 5-pin M12 connector (1).
    - If the thread is damaged to such an extent that a connection cable can no longer be screwed on → reject sensor TK-01200.
    - If pins are damaged / missing → reject sensor TK-01200.
2. Check probe body (2).
    - If probe body is cracked → reject sensor TK-01200.
    - If filter cap (3) is cracked → continue.