

Manual

Return Procedure Preventive Parts Service

Inside the European union

Version 1, January 1 2025

1 Return procedure for CO₂ sensors and Humidity sensors

Please check the conditions of Sensor Calibration on <http://hatchtech.com/hatchtech-care-services> and Follow the steps described below:

1. Buyer will replace the old to Calibrate sensor(s) with the received Calibrated sensor(s) from The HatchTech Care Service.
2. Buyer sent the to Calibrate sensor(s) in accordance with Delivered Duty Paid (DDP) Incoterms® 2020 and including a packing list within 1 month after receiving sensors to:

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

*Please, make sure that de number of sensors (received and to be shipped) are equal and without visual damage and/or water damage (Annex B).
Missing Packing Lists might cause delays and mistakes 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. Buyer sends the Packing List and Return Form Preventive Parts Service included with HatchTech reference (Annex A) to repair@hatchtech.com.
 4. Buyers includes a hardcopy of the Return Form Preventive Parts Service included with HatchTech reference (Annex A) and the Packing List to the shipment.
 5. After receiving to calibrated sensors, our HatchTech Repair Department will check the Care Service Agreement, the correct number of sensors and defects such as visual damage and/or water damage. In case of receiving an unequal number of sensors and/or defects such as visual damage and/or water damage (Annex B), HatchTech will sent an invoice for the number of this difference calculated as new sensor.

Annex A

Return Form Preventive Parts Service

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

ITEM			
ITEM NO.	DISCRIPTION	QTY SENSOR RECEIVED	QTY SENSOR RETURNED
R-10047	CO2 Sensor GMP 222		
R-16285	CO2 Sensor GMP 252		
R-01200	Humidity Sensor		

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 ☐

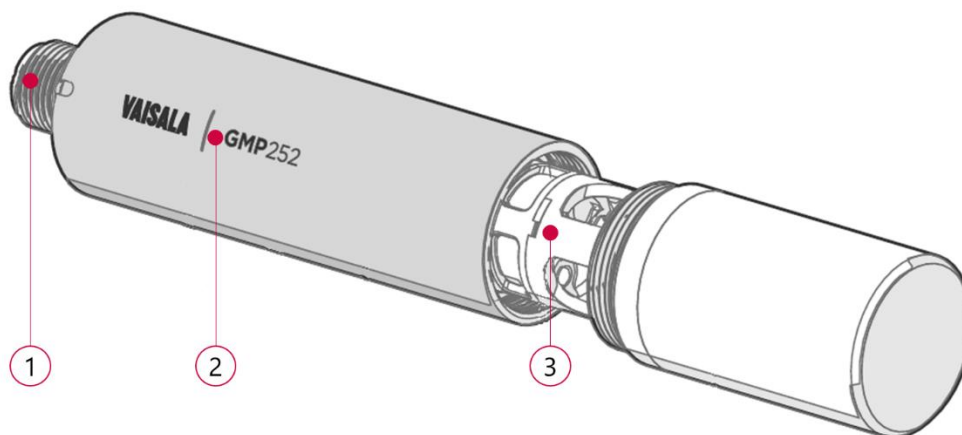
- The customer is responsible for the transport costs, HatchTech will ship those goods under delivery term DAP.
- Your damaged sensor will be shipped separately from your repaired parts.

Annex B

TI-D-10047 Extreme Damage

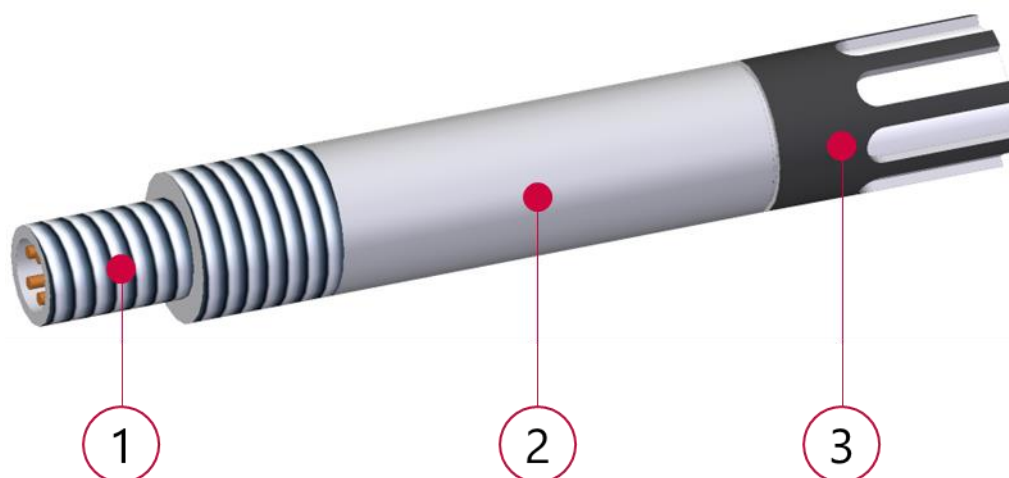


TI-D-16285 Extreme Damage



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



4. 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.
5. Check probe body (2).
 - If probe body is cracked → reject sensor TK-01200.
 - If filter cap (3) is cracked → continue.