

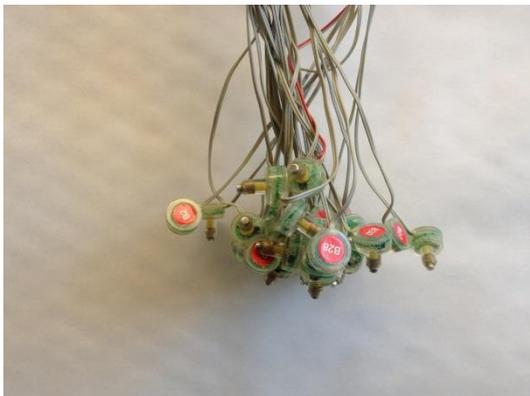
ActiveTwo EEG Electrode Service Information:

Before sending any electrodes to NEUROSPEC AG for repair, or modification, please read the email response sent, and study this information carefully:

- 1) Serial Numbers starting with **AS04; AS07, FR07, FR09, FR10, FR11** are out of warranty and must be replaced!
- 2) Serial Numbers starting with **FR12, FR13, FR14** are out of warranty but may be repaired if the following conditions are met (**repairs are charged for as per our prices overleaf**):
 - a) The set is in good condition, and only a maximum of 2 electrodes are broken in that set
 - b) The sets were never repaired before
 - c) The sets have been cleansed and unkinked before sending unlike some samples below:



- d) All electrodes are untangled as picture left compares to the right picture:



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- e) If SCSI connectors attached to the cable have been kinked (this happens when the amplifier sits in front of the subject and so cables have been bent 180 degrees toward the subject) such as pictures below, we will replace the SCSI connector and charge for the service as overleaf:



Please note that kinked SCSI connectors cause intermittent disconnection especially of either the first or the last electrode in that set!

- f) It does often happen, that electrodes have never been cleansed in a water bath properly (see picture below), and so gel hardens on the tips and electrodes then behave very strangely (high offsets, or no changing offsets at all may result from that); if we receive electrodes contaminated with gel, we will charge maintenance fee for cleansing, and checking. We advise before sending, to immerse the entire set in distillate water for around 2 hours and then recheck. See picture below:



- g) Bent SCSI Pins inside connector or gel bridge near some pins inside the SCSI connector as follows will lead to problems and the defective connector should be replaced (a bent pin is the cause of a user pushing the connector onto the socket to hardly, hence causing bending of the pin. In some cases that even leaves plastic residual in an adjacent hole and so causing quite some problems. Worst case: the SCSI port on the AD Box needs to be replaced) :



Please note that bent pins will show on a channel either a high offset, or cause a short to other channels!

- 3) Serial Numbers starting with **FR14** or some recently supplied **AS04** (respectively purchased within the last 12 months) fall under the limited warranty and will be repaired at no charge unless the sets are received in any condition as described above.

PRICING FOR REPAIRS (includes local 8% VAT):

SN: FR09 / FR10 / FR11	sets are outside the warranty	n/a
SN: New AS04/FR12/FR13	Cost for replacement of Pin / Flat Sensors	CHF152.00
	Cost for replacement of SCSI plug	CHF170.00
	Cost for maintenance without replacing anything	CHF120.00
SN: FR14 and within 12 months of purchase:	these sets are under warranty	NO CHARGE

When sending electrode sets to us, please do this as follows:

- 1) *Cleanse electrodes, bundle and pack safely. Send a maximum of 4 sets only.*
- 2) *Request from us a Return Material Number (RMA) to identify the sender.*
- 3) *Use post and signature when sending us the box.*
- 4) *Supply by email your order form for chargeable repairs*