

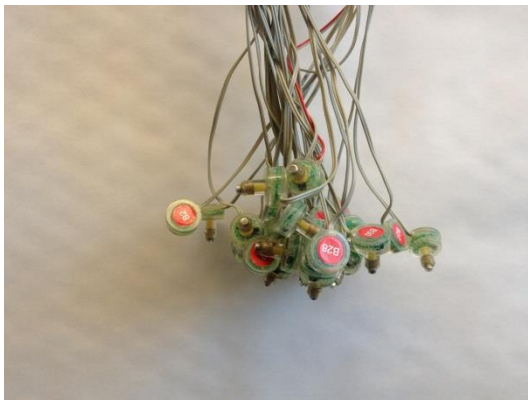
## **ActiveTwo EEG Electrode Service Information:**

*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:



## ActiveTwo EEG Electrode Service Information – 2

- 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:**

<b>SN: FR09 / FR10 / FR11</b>	sets are outside the warranty	n/a
<b>SN: New AS04/FR12/FR13</b>	Cost for replacement of Pin / Flat Sensors	<b>AUD 165.00</b>
	Cost for replacement of SCSI plug	<b>AUD 185.00</b>
	Cost for maintenance without replacing anything	<b>AUD 140.00</b>
<b>SN: FR14</b> and within 12 months of purchase:	these sets are under warranty	<b>NO CHARGE</b>

\*\*\*\*\*

***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 a courier like DHL, UPS, Fedex or TNT to send. Send with sample of commercial invoice – below.***
- 4) Supply your account number of UPS/DHL/FEDEX/TNT for sending back as otherwise we will charge: AUD 185 / per box for freight/insurance***
- 5) Supply by email your order form for chargeable repairs***



Research Neurosciences

Send box by DHL/UPS/FEDEX/TNT to this address:

NEUROSPEC AG  
Stansstaderstrasse 10  
6370 Stans NW  
Switzerland  
Tel: +41 41 371 07 04  
[www.neurospec.com](http://www.neurospec.com)

Below is a sample of a commercial invoice to be provided with the shipment:

---

==== >>>> please insert details, print out 4 x and send with shipment ====

---

# Commerical Invoice

<p><b>FROM</b></p> <p><b>Tax ID/EIN/VAT No.:</b>  <b>Contact Name:</b> Name                  Please insert Company Name                  Please insert Street Address                  Please insert City and Postcode</p> <p>Please insert country  <b>Phone:</b> Please insert telephone #</p>	<p><b>Waybill Number:</b> Please insert  <b>Shipment ID:</b></p> <p><b>Date:</b> Please insert  <b>RMA No:</b>  <b>PO No:</b>  <b>Terms of Sale (Incoterm):</b>  <b>Reason for Export:</b></p> <p><b>REPAIR/RETURN</b></p>
<p><b>SHIP TO</b></p> <p><b>Tax ID/VAT No.:</b>  <b>Contact Name:</b> M Mosimann</p> <p>NEUROSPEC AG                  Stansstaderstrasse 10                  6370 Stans NW</p> <p>Switzerland  <b>Phone:</b> +41 41 371 07 04</p>	<p><b>SOLD TO INFORMATION</b></p> <p><b>Tax ID/VAT No.:</b>  <b>Contact Name:</b>                  Same as Ship To</p> <p><b>Phone:</b></p>

Units	U/M	Description of Goods/Part No.	Harm. Code	C/O	Unit Value	Total Value
	1 KG	EEG Electrodes Repaired	9030908050	NL	5,00	5,00

**Additional Comments:** please return goods after repairs to sender

**Declaration Statement:**

I hereby certify that the information on this invoice is true and correct and the contents and value of this shipment is as stated

\_\_\_\_\_  
**Shipper**

\_\_\_\_\_  
**Date**

<b>Invoice Line Total:</b>	5,00				
<b>Discount/Rebate:</b>	0,00				
<b>Invoice Sub-Total:</b>	5,00				
<b>Freight:</b>	0,00				
<b>Insurance:</b>	0,00				
<b>Other:</b>	0,00				
<b>Total Invoice Amount:</b>	5,00				
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;"><b>Total Number of Packages:</b> 1</td> <td style="text-align: right;"><b>Currency:</b> AUD</td> </tr> <tr> <td><b>Total Weight:</b></td> <td style="text-align: right;">PLEASE INSERT</td> </tr> </table>		<b>Total Number of Packages:</b> 1	<b>Currency:</b> AUD	<b>Total Weight:</b>	PLEASE INSERT
<b>Total Number of Packages:</b> 1	<b>Currency:</b> AUD				
<b>Total Weight:</b>	PLEASE INSERT				