



Repair & Battery Replacement Policy

At Power Monitors, Inc., we take pride in the reliability and longevity of our equipment. Our products are built to last—and we stand behind them. While technology evolves and product lines change, our commitment to supporting the customers who rely on PMI tools remains. This policy reflects balanced support for our products lifecycle.

Repair Fees for Active Products

For products **still in production and not under warranty**, the following fee structure applies:

- **Under 10 years old:**
 - Eligible for routine battery replacement at **50% off standard service fees**.
 - Eligible for repair at 100% of standard service fees.
- **10 years old or older:**
 - Eligible for routine battery replacement and repair at **100% of standard service fees**.

Support for Discontinued Products

- Products that are **no longer in production** will **not be eligible for repair or battery replacement** if they are **more than 10 years past their original manufacture date**.
- For discontinued products **less than 10 years old**, PMI will continue to offer service and battery replacement, **subject to parts availability and 100% standard service fees unless covered under warranty**.

Note: Product age is based on the original manufacturing date, which PMI can confirm using the product's serial number.

Deposit Requirement for Non-Warranty Units

- A **\$350 deposit** is required for all Return Authorizations (RAs) issued for units that are **no longer under warranty**.
- This deposit will be applied toward the final cost of repair or replacement. If a unit is deemed unrepairable, the deposit may be credited toward the purchase of a replacement unit at PMI's discretion.

For warranty coverage details, please refer to your original product documentation or contact PMI Support. (<https://powermonitors.com/terms-and-conditions>)

General Service Notes

- An **RA number** must be obtained before sending any unit to PMI for service.
Request an RA here: powermonitors.com/return-authorization/
- Diagnostic and evaluation services are included in the repair fee.
- Repair quotes will be provided before any repair work begins.
- Units will not be serviced without customer approval of quoted charges. Timely approval allows us to complete repairs efficiently and return units to service sooner.
- Most repairs are completed within **30 business days** of receipt, depending on parts availability. Warranty repairs are generally completed within **5 business days** of receipt.
- Customers are responsible for shipping the unit to PMI if the device is not covered under warranty.
- **Please back up any data or recordings** stored on your unit before sending it to PMI. We are not responsible for data loss during the repair process.
- Repairs restore original functionality only. Cosmetic repairs or hardware upgrades are not included unless explicitly agreed upon.

Resources

- **Request a Return Authorization (RA):**
<https://powermonitors.com/return-authorization/>
- **Need help identifying your unit or verifying age?**
Call PMI Tech Support: (800) 296-4120
Email: support@powermonitors.com

Tools You Need! People You Trust!