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# Preface

**(Revision 4, July 2007)**

## **Contact ACES Systems**

### **General**

For general information regarding ACES Systems products and services, contact one of the international representatives listed in the table on the following page.

### **Technical Support**

For technical support, select a method of contact from the several listed in the table on the following page. If you require assistance with an operational problem with the analyzer, please have as much detailed information as possible available before contacting ACES Systems. The support staff will answer questions about the operation and care of your equipment, assist you in troubleshooting a problem, and help you overcome common application difficulties whenever possible. If it becomes necessary for your equipment to be returned to us for any reason, you will be issued a return number during the technical support contact.

### **Feedback**

ACES Systems depends on information from our customers to continue the attributes of quality, dependability and simplicity associated with our products. We invite you to contact our Technical Support office.

## Contact ACES Systems

### **Global Technical Support**

Telephone	865-671-2003	Email	support@acesystems.com
Fax	865-675-1241	Web Site	www.acesystems.com

### **United States - General Information**

Telephone	865-671-2003	Email	sales@acesystems.com
Fax	865-675-1241	Web Site	www.acesystems.com

### **Africa - General Information**

Telephone	27-11-973-4443	Email	sky-tech@telkomsa.net
Fax	27-11-973-4443		

### **Argentina and Brazil - General Information**

Telephone	55-11-424-066	Email	paata@uol.com.br
Fax	55-11-6901-5267	Web Site	www.atavibracoes.com.br

### **Asia - General Information**

Telephone	61-2-44-233-286	Email	tlittle@vibrotech.com.au
Fax	61-2-44-233-758	Web Site	www.vibrotech.com.au

### **Australia - General Information** *Including New Zealand and New Guinea*

Telephone	61-2-44-233-286	Email	tlittle@vibrotech.com.au
Fax	61-2-44-233-758	Web Site	www.vibrotech.com.au

### **Belgium, Netherlands, Luxembourg, Switzerland, Austria, Germany - General Information**

Telephone	32-11-424-066	Email	luc@aerotechs.be
Fax	32-11-428-902	Web Site	www.aerotechs.com

### **Canada - General Information**

Telephone	865-671-2003
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### **Caribbean - General Information**

Telephone	787-724-5977	Email	prcaps@hotmail.com
Fax	787-724-5977		

### **Denmark - General Information**

Telephone	865-671-2003
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### **England - General Information** *Including Ireland and Greece*

Telephone	44-1258-820491	Email	pat@knaplynch.demon.co.uk
Fax	44-1258-821245	Web Site	www.bcaviation.co.uk

### **France - General Information**

Telephone	33-4-92-72-6648	Email	m.dubois@technicaviation.com
Fax	33-4-92-87-8724		

### **Israel - General Information**

Telephone	865-671-2003
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### **Mexico - General Information**

Telephone	865-671-2003
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### **Middle East - General Information** *Excluding Israel*

Telephone	61-2-44-233-286	Email	tlittle@vibrotech.com.au
Fax	61-2-44-233-758	Web Site	www.vibrotech.com.au

### **Scotland - General Information**

Telephone	44-1888-56400	Email	jacyjones@ukonline.co.uk
Fax	44-1888-56400		

### **Spain - General Information** *Including Morocco and Portugal*

Telephone	34-9-1-471-8685	Email	fernando.arenillas@airfaster.com
Fax	34-9-1-471-8241		

## Warranty

The ACES Systems' Model 2020 ProBalancer Analyzer is warranted to be free of defects in material and workmanship for a period of 60 months (5 years) following the purchase date. Warranty does not cover the analyzer unless it is properly used, stored, and maintained in accordance with the provisions of this manual. Accessories are warranted for a period of 12 months (1 year). The original manufacturer may cover individual accessories not manufactured or assembled by TEC for longer periods.

**The required annual calibration must be complied with to validate the terms of this warranty.** Warranty replacement and / or repair will not be honored on any unit which is overdue an annual calibration at the time of the warranty claim. If your calibration is overdue and no warranty claim is being made, you need only have your overdue calibration completed to re-validate your warranty. Warranty is limited to supplying Purchaser with replacement or repair of any unit or accessory item which, in TEC's opinion, is defective. All repaired or replacement parts will be warranted only for the unexpired period of the basic warranty. All warranty work will be on a return-to-the-factory basis. Shipping cost to the factory will be borne by the Purchaser. Warranty shall not apply to any product that, in the judgment of TEC, has been subjected to misuse or neglect, or has been repaired or altered outside the TEC factory in any way, which may have impaired its safety, operation, or efficiency, or to any product that has been subjected to accidental damage.

Warranty does not cover any cost incurred by Purchaser as the result of the purchase of TEC products. Nor does Warranty cover cost incurred by Purchaser for labor charges for replacement of parts, adjustments, or repairs or any other work performed by the Purchaser or his agents on, or connected with, TEC-supplied products. Warranty is expressly in lieu of any and all other warranties or representations, expressed or implied, and of any obligations or liabilities of TEC to the Purchaser arising from the use of said products, and no agreement or understanding varying or extending the same will be binding upon TEC unless in writing, signed by an authorized representative of TEC. TEC reserves the right to make changes in design or additions to, or improvements in, products at any time without imposing any liability on itself to install the same in any product manufactured or supplied prior thereto.

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## **Calibration and Certification**

Your ACES Systems equipment is calibrated and certified effective the date of shipment. TEC requires the unit to be calibrated by TEC or a TEC authorized service facility on an annual basis to insure accuracy and currency of installed electronic components. In addition, the vibration sensors, pressure and temperature transducers (if applicable) are also required calibration on an annual basis or when dropped, damaged or suspect of improper operation. The unit will be identified as calibrated by a sticker stating the date of calibration and next due date of calibration. A certificate of calibration will be provided to you to verify compliance to inspectors. A permanent record of your calibration is maintained by TEC. For information about calibration services, contact the TEC Aviation Division at the number listed in the first paragraph of this section at the front of this manual.

### **NOTE**

**The annual calibration is required in order to comply with the terms of the 5-year warranty. See “Warranty” in this section for details.**