

Warranty Repairs Briefing Note

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Nuclear

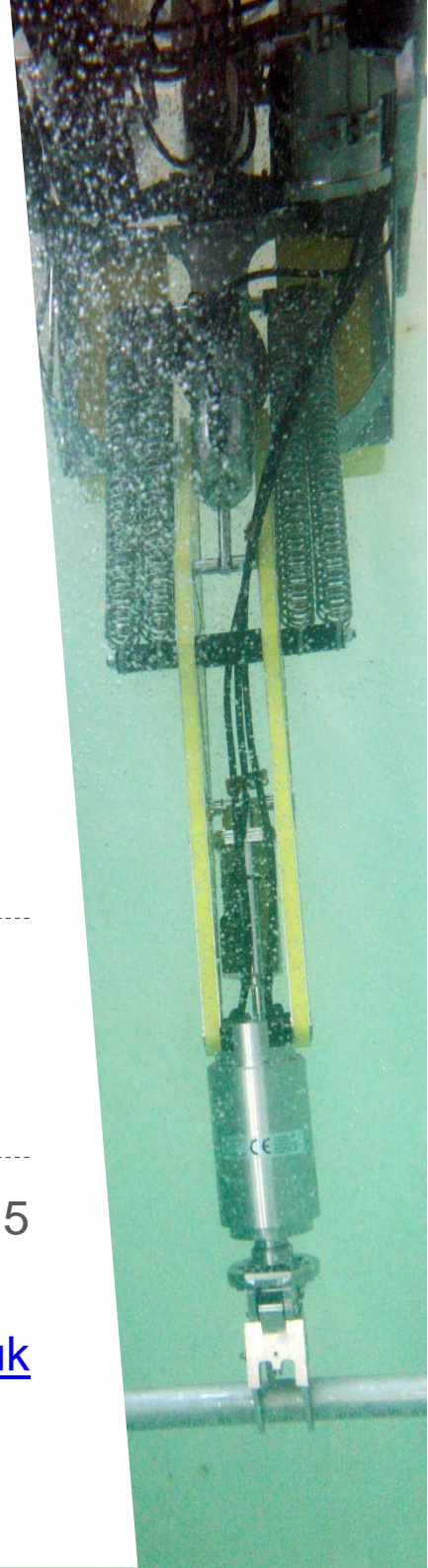


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JFN offer a warranty repair service in the unlikely event a portable instrument is found to be faulty on receipt.

Details of this service were circulated to Magnox in Feb. 2014

To qualify as a warranty repair the instrument must be:

- Identified within 14 days by emailing rcs@jfnl.co.uk
- Tamper free – cal void labels etc. remain intact
- Identified as a warranty repair (WR) on the Record of Consignment Form

Suggested comments for return label



- Error 1
- Screen broken
- Damaged cable
- Broken connection
- No response
- Burst GM
- No sound
- Poor response
- Damaged foil
- Error 6
- Screen fault
- Does not turn on



Summary of recent returns



Type	Customer comment	RCS Comment	28 days Y/N	Warranty Repair Y/N
HP260/Electra	Out of range for site HP260	As found readings: All readings within accepted limits. All readings consistent with previous calibration.	Y	N
HP260/Electra	Out of range for site HP260	As found readings: All readings within accepted limits. All readings consistent with previous calibration.	Y	N
43-92/Electra	Out with source range of 33-49cps	As found readings: All readings within accepted limits. All readings consistent with previous calibration.	N (May 2014)	N
HP260 (probe only)	Out with range of 198-297.	As found readings: All readings within accepted limits.	Y	N
HP260/Electra	Out with site range of 198-297 for HP260s.	As found readings: > 10% change in CI-36 response since last calibration. Repairs required: New GM tube fitted.	Y	Y
AP2/Electra	Error 6	Segments missing, Error 6 confirmed. LCD screen and connectors cleaned and secured, all connections checked and secured.	Y	Y
EP15/Electra	Out with source range of 210-313 for EP15s	All readings within acceptable tolerances. All readings consistent with previous calibration.	Y	N
AP2/Electra	Out with source range of 637-957 cps.	Reading low, HV determined using alpha plateau plot prior to test, new window foil fitted. Last cal in May 2014	N (May 2014)	N
HP260/Electra	Out with site range of 198-297 for HP260s.	As found condition: No sound, display segments missing. All readings within acceptable tolerances. All readings consistent with previous calibration.	N (June 2014)	N
HP260 (probe only)	Out with site range of 198-297 for HP260s.	As found condition: GM 50% covered with mud causing >10% change in response since last cal. Outside of warranty repair route.	Y	N
HP260 (probe only)	Out with site range of 198-297 for HP260s.	All readings within acceptable tolerances. All readings consistent with previous calibration.	Y	N



Instruments deemed outside of the scope of the warranty repair route will be returned to the originating site or the pool as appropriate. A 30 min warranty inspection fee will be incurred.

