

CPS Products Europe Warranty & Repair Policy

Effective from 01/07/2025

Repairs

Any malfunctioning CPS product, warranty or non-warranty, can be returned exclusively to our Belgian facility.

Repair Department
CPS Products NV
Entrepotstraat 3
9100 Sint-Niklaas
Belgium

Please make sure a document that holds all the needed information is included with the package.

An example form can be found on our website or requested via email: repair@cpsproducts.be

For further information or any repair related questions you can also contact us at: repair@cpsproducts.be

An RMA form can be sent to receive an RMA-number. This will make it easier to track repairs.

(This RMA number should be mentioned in all emails regarding this repair)

CPS Products' repair department will handle the incoming goods as follows:

All incoming repairs will be repaired regardless the warranty-status (exceptions may apply ⁽¹⁾)

Once a unit/item has been repaired, a repair bill will be made and sent to the email mentioned on the included form.

Warranty items will be repaired free of charge (exceptions may apply ⁽²⁾)

All non-warranty repairs are against set prices found in the table below.

Questions about whether or not a unit is still covered by warranty can be sent to: repair@cpsproducts.be

Warranty repairs do not include battery replacement or service to functioning products. Only the faulty part(s) will be repaired or replaced, not necessarily the complete assembly. Replacements will be at our discretion. **Furthermore, the warranty period of our serial numbered products is 2 years from the invoice date to the distributor/wholesaler.**

This warranty excludes damage/failure from normal wear and tear attributed to everyday use & damage through improper use.

CPS Products does not issue financial credits unless otherwise agreed.

Warranty after repair is 6 months from the date on the repair and calibration certificate

(1): A shortage of spare parts

(2): Warranty claimed unit turns out to be non-warranty after closer inspection (customer interference, physical damage, ...)

Once an item has been repaired

(The receipt of the 'repair bill' is the indication that a repair is finished ⁽³⁾)

Case: Warranty:

The item will be shipped back separately at our expense unless a regular shipment (stock items) leaves within a week. If the repair is from a branch that doesn't receive stock shipments, it will be sent separately regardless.

Case: Out of Warranty:

The item will be sent to the customer along with a regular shipment as standard. If there are no regular shipments, the item will be sent separately.

Similar to regular shipments, all questions/remarks/complaints regarding shipments of repairs, need to be sent to office@cpsproducts.be (HVAC) and axel@cpsproducts.be (ATMTV) who will handle these.

Calibrations

Calibrations with certification:

Any product returned for calibration only, warranty or not, will be verified, serviced and equipped with new batteries, sensor and sensor tip or others depending on the unit in question. It will be calibrated and certified. There will be a charge for all items according to the list below. In cases when calibration is impossible due to malfunction of the item, repair prices will be applied. All freight costs are at the customer's expense.

Returns

Return of unused and undamaged goods:

Unused and undamaged goods ⁽⁴⁾ can be returned within 15 days after receipt of the consignment and are subject to a 15% restocking charge if those items were ordered wrong by the customer.

Unused and undamaged goods ⁽⁴⁾ can be returned within 15 days after receipt of the consignment, free of charge, if CPS Products delivered a different item and/or a higher quantity than ordered.

(3): Unless the repair bill states that the unit is 'Beyond Economical Repair'

(4): Stickers & other modifications of the packaging or item/unit will be regarded as damaged goods

Set Prices (no changes)

Item	Repair	Price (Net €)	Calibration	Price (Net €)
All Leak Seekers	All	85	All	65
All Scales	All	90	All	60
All Vacuum Pumps	All	70	N/A	N/A
All Vacuum Gauges	All	70	All	60
All Recovery Units	All	290	N/A	N/A
All Digital Manifolds	All	126	All	65
All Analog Manifolds	All	40	N/A	N/A
Others Upon Request	All	Request	N/A	N/A

Additional info

- Units/items returned without documents will be put aside until the required documents arrive. If this doesn't happen within 45 days, the unit/item will be scrapped.
- Units/items which are beyond economical repair will be either scrapped or sent back to the customer with the next shipment (Main office as standard, individual branches only if they receive regular direct shipments, or if they're willing to pay the transport costs). If we do not receive a decision on either scrapping or returning a unit/item which has been declared 'beyond economical repair' within 30 days, the unit/item will be scrapped regardless.

Who to Ask/Contact

Questions/Requests/Complaints	Contact
I have a technical question about a product	repair@cpsproducts.be
I want to send a completed RMA form to get an RMA number	repair@cpsproducts.be
I want to know if a unit is still covered by warranty	repair@cpsproducts.be
I have a question about a repair, but I only have a case number	repair@cpsproducts.be
I have a question about a repair and have received an SO-NV-number (e.g.: When/where will it be shipped?)	office@cpsproducts.be (HVAC) axel@cpsproducts.be (ATMTV)
I want to arrange a transport of a finished repair to a non-standard location (branch)	office@cpsproducts.be (HVAC) axel@cpsproducts.be (ATMTV)