

## Service and Support for HOBO® and StowAway®

HOBO® and StowAway® products are easy to use and reliable. In the unlikely event that you have a problem with the hardware or software, please read the following.

### Whom do I contact?

Contact the company that you bought the loggers from: Onset Computer Corporation or an Onset Authorized Dealer.

**Before calling**, you can evaluate and often solve your problem if you try the following:

1. Read the hardware and software manuals. It may only take a few moments to get the answers you need.
2. Write down the events that led to the problem. Have you changed anything in your computer recently? Are you doing anything differently?

**When contacting Onset Computer Corporation**, please indicate that you need Technical Support for HOBO® and StowAway® products. Be prepared to:

1. Provide the product numbers and serial numbers for the Onset logger products and software version in question.
2. Provide details on the hardware and software configuration of your computer including: manufacturer, model number, peripherals, and version of operating system.
3. Completely describe the problem or question. The more information you provide, the faster and more accurately we will be able to respond.

**Note: Onset allows one technical support contact for each software license.**

Onset Technical Support

Phone: 1-800-LOGGERS (1-800-564-4377) 508-759-9500

Fax: 508-759-9100

e-mail: [loggerhelp@onsetcomp.com](mailto:loggerhelp@onsetcomp.com)

[www.onsetcomp.com](http://www.onsetcomp.com)

## Warranty

Onset Computer Corporation (Onset) warrants to the original end-user purchaser for a period of **one year** from the date of original purchase that the HOBO® product(s) purchased will be free from defect in material and workmanship. During the warranty period Onset will, at its option, either repair or replace products that prove to be defective in material or workmanship. This warranty shall terminate and be of no further effect at the time the product is (1) damaged by extraneous cause such as fire, water, lightning, etc. or not maintained in accordance with the accompanying documentation; (2) modified; (3) improperly installed; (4) repaired by someone other than Onset; or (5) used in a manner or purpose for which the product was not intended.

**THERE ARE NO WARRANTIES BEYOND THE EXPRESSED WARRANTY ABOVE. FOR PRODUCTS WHERE ONSET IS ACTING AS A DISTRIBUTOR, ONSET WILL TRANSFER TO PURCHASER ANY TRANSFERRABLE WARRANTIES OR INDEMNITIES THAT THE MANUFACTURER OF THE PRODUCT PROVIDES TO ONSET. IN SUCH CASES WHERE ONSET IS ACTING AS A DISTRIBUTOR, NO ADDITIONAL WARRANTIES ARE GIVEN OR IMPLIED BEYOND THE MANUFACTURER'S WARRANTY, IF ANY. IN NO EVENT SHALL ONSET BE LIABLE FOR LOSS OF PROFITS OR INDIRECT, CONSEQUENTIAL, INCIDENTAL, SPECIAL OR OTHER SIMILAR DAMAGES ARISING OUT OF ANY BREACH OF THIS CONTRACT OR OBLIGATIONS UNDER THIS CONTRACT, INCLUDING BREACH OF WARRANTY, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL THEORY.**

**LIMITATION OF LIABILITY. The Purchaser's sole remedy and the limit of Onset's liability for any loss whatsoever shall not exceed the Purchaser's price of the product(s). The determination of suitability of products to the specific needs of the Purchaser is solely the Purchaser's responsibility. THERE ARE NO WARRANTIES BEYOND THE EXPRESSED WARRANTY OFFERED WITH THE SALE OF EACH PARTICULAR PRODUCT. EXCEPT AS SPECIFICALLY PROVIDED IN THIS DOCUMENT, THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO INFORMATION OR ADVICE GIVEN BY ONSET, ITS AGENTS, OR**

**EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THE EXPRESSED WARRANTY OFFERED WITH THE SALE OF EACH PARTICULAR PRODUCT.**

**INDEMNIFICATION.** Products supplied by Onset are not designed, intended, or authorized for use as components intended for surgical implant or ingestion into the body or other applications involving life-support, or for any application in which the failure of the Onset-supplied product could create or contribute to a situation where personal injury or death may occur. Products supplied by Onset are not designed, intended, or authorized for use in or with any nuclear installation or activity. Products supplied by Onset are not designed, intended, or authorized for use in any aeronautical or related application. Should any Onset-supplied product or equipment be used in any application involving surgical implant or ingestion, life-support, or where failure of the product could lead to personal injury or death, or should any Onset-supplied product or equipment be used in or with any nuclear installation or activity, or in or with any aeronautical or related application or activity, Purchaser will indemnify Onset and hold Onset harmless from any liability or damage whatsoever arising out of the use of the product and/or equipment in such manner.

**Direct all warranty claims to place of purchase.**

### Returning Products to Onset

Before returning a failed unit, **you must obtain a Return Merchandise Authorization (RMA) number from Onset.** You must provide proof that you purchased the Onset product(s) directly from Onset (purchase order number or Onset invoice number). Onset will issue an RMA number that is valid for 30 days. You must ship the product(s) properly packaged to protect against further damage to Onset (at your expense) with the RMA number marked clearly on the outside of the package. Onset is not responsible for any package that is returned without a valid RMA number or for the loss of the package by any shipping company. Loggers must be clean and free of any toxins before they are sent back to Onset or they may be returned to you.

### Repair Policy

Products that are returned after the warranty period or that are damaged by the customer as specified in the warranty provisions can be returned to Onset with a valid RMA number for evaluation.

Please contact Onset for more information and prices on:

### ASAP Repair Policy

Onset will expedite the repair of a returned product.

### Data-back™ Service

HOBO® and StowAway® data loggers store data in nonvolatile EEPROM memory. Onset will, if possible, recover your data to a disk.

### Tune Up™ Service

Onset will examine, and retest any HOBO® or StowAway® data logger.

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