Hardware Warranty

Thank you for choosing Onset HOBO® or InTemp® data loggers for your application. Our goal is to provide you with reliable, easy-to-use products. In the unlikely event that you encounter a problem with product hardware or software, the following information is provided:

Who to contact

Contact the company where you purchased the data loggers: Onset or the Onset Authorized Distributor.

Before calling

1. Try to evaluate and solve the problem by reading the hardware and/or software manuals and the product "Tech Notes" on the Onset support site www.onsetcomp.com/support/loggers.
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 or an Onset Authorized Distributor

Please indicate that you need to talk to Technical Support for HOBO or InTemp products and be prepared to:

1. Provide the model, serial, and software version numbers of the Onset data logger product(s).
2. Provide details on the hardware and software configuration of your desktop computer, including manufacturer, model number, peripherals, and the version of the 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.

Warranty

Onset products are warrantied against defects in materials and workmanship for one (1) year from the date Onset delivers the product(s) to the customer ("Delivery Date"). Refer to Onset's Hardware Warranty and Standard Terms and Conditions of Sale posted on www.onsetcomp.com/corporate/legal

Onset Technical Support
Phone: 1-800-LOGGERS (1-800-564-4377); or 1-508-759-9500
8:00 AM – 6:00 PM Eastern Standard Time
Web: www.onsetcomp.com/support/contact
Fax: 1-508-759-9100
www.onsetcomp.com