

Thank you for choosing Onset HOB0® data loggers for your application. It is our goal to provide you with products that are easy-to-use and reliable. In the unlikely event that you have a problem with the hardware or software, please read the following information regarding support:

### Whom do I contact?

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

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

1. Read the hardware and software manuals and the product “Tech Notes” on the Onset support site – [www.onsetcomp.com/support/loggers](http://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 Computer Corporation**, please indicate that you need Technical Support for HOB0 products. Be prepared to:

1. Provide the model, serial, and software version numbers for the Onset data logger products.
2. Provide details on the hardware and software configuration of your desktop 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.

Onset Technical Support

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

8:00 AM – 8:00 PM Eastern Standard Time

Fax: 1-508-759-9100

Email: [loggerhelp@onsetcomp.com](mailto:loggerhelp@onsetcomp.com)

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

### Warranty

Onset Products are warranted against defects in materials and workmanship for one (1) year from the date Onset ships the products to Customer (“Delivery Date”).

Refer to Onset’s Hardware Warranty and Standard Terms and Conditions of Sale posted on [www.onsetcomp.com](http://www.onsetcomp.com).

### Returning Products to Onset

Before returning a failed unit, **you must obtain a Service Request Order (SRO)** number from Onset’s Technical Support Department. 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 SRO 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 SRO number marked clearly on the outside of the package. Onset is not responsible for any package that is returned without a valid SRO 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 SRO 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.** HOB0 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 HOB0 data logger.