

Hardware Warranty

Thank you for choosing HOB0[®] 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: HOB0 or the HOB0 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 our support site www.onsetcomp.com/help-center.
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 HOB0 or a HOB0 Authorized Distributor

Please indicate that you need to talk to Technical Support for HOB0 or InTemp products and be prepared to:

1. Provide the model, serial, and software version numbers of the 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

HOB0 & InTemp products are warrantied against defects in materials and workmanship for one (1) year from the date we deliver the product(s) to the customer ("Delivery Date"). Refer to our Hardware Warranty and Standard Terms and Conditions of Sale posted on www.onsetcomp.com/corporate/legal.

Technical Support

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