

**SKYE INSTRUMENTS LIMITED**

21 Ddole Enterprise Park, Llandrindod Wells, Powys, LD1 6DF UK

Tel: +44 (0) 1597 824811 Fax: +44 (0) 1597 824812

Email: [skyeemail@skyeinstruments.com](mailto:skyeemail@skyeinstruments.com) Web: <http://www.skyeinstruments.com>

**INSTRUCTIONS  
FOR REPAIRS & RECALIBRATIONS**

When sending instruments back to Skye for repair or recalibration, please check through the following list in order to ensure both parties (Skye & Yourself) have everything they require:

1) Check that your sensor or datalogger plugs or sockets are not going to be left exposed to possible moisture/dust or other contamination/ingress whilst the item being returned is removed. If you are going to have exposed plugs/sockets go to 2 otherwise go to 3.

2) Request dustcaps from Skye Instruments where we have supplied plugs or sockets.

**ACC/16** - dustcaps for sensor plugs and RS232 plug (not for 4 channel sensors)

**ACC/8** – dustcaps for DataHog sockets

Please let Skye know how many of each you require and they will arrange for them to be sent out the same day. These will be added to the repair report.

3) Check for and remove any main batteries from the unit

4) Whilst we may state that an item being returned is cleaned as part of the service/recalibration/repair, this is simply to ensure the calibration or calibration facilities are not compromised. An additional charge may be made where items being returned are heavily soiled and require extensive cleaning.

5) Please mark clearly on the packaging AND paperwork the returns number given to you by Skye: **Returns No.....** ( Please do not return equipment until you have requested this).

If you are sending instruments back to Skye from outside the UK, please mark your paperwork & parcel as recommended below. This should help speed up the transit through customs, and minimise customs duties and taxes.

Please add the wording:

**RETURNS NUMBER XXXX \***  
**FOR REPAIR / RECALIBRATION IN UK  
AND RETURN TO “YOUR COUNTRY”**  
**FOR UK CUSTOMS: PLEASE ENTER TO SIMPLIFIED IPR**

You will need to send us a copy of any export certificates that are issued to you, with the goods, we need a copy of this certificate to ensure our records are up to date.

*You will also need to supply the name of the courier you are going to use and also the AWB number. We need this in order to complete the paperwork to accompany the repairs when we return them to you – without this paperwork you may risk the goods being stuck in customs.*

- 6) Please do not send any batteries back to Skye as we have to make provision to recycle them under the EU WEEE directive. We will always return your instrument with fresh batteries

Ship to the following address:

SKYE INSTRUMENTS LIMITED  
21 Ddole Enterprise Park  
Llandrindod Wells, Powys  
LD1 6DF. UK  
Tel: +44 (0) 1597 824811  
Fax: +44 (0) 1597 824812  
Contact: Sarah Billingsley

Please make sure your instruments are fully insured for the journey, as they are your property and Skye is unable to insure them on your behalf.

Please also package the instruments to prevent damage during transport. We advise plastic bubble wrap around the instruments plus loose packing chips in the parcel to prevent movement.

**\*\* Please note that there will be a charge of £49.00 for assessing your equipment. If you decide to go ahead with the repairs/recalibrations, this fee will be waived.**

If you have any further questions, please do not hesitate to contact us.