Air Quality Monitoring Equipments





Fugro Development Centre 5 Lok Yi Street, Tai Lam Tuen Mun, NT Hong Kong

Report no.: 940891CA220067

Page 1 of 1

CALIBRATION CERTIFICATE OF DUST METER

Client : Fugro Technical Services Limited

Project : Calibration Services

Client Supplied Information

Details of Unit Under Test, UUT

Description

: Laser dust monitor

Manufacturer

: SIBATA

Model No.

: LD-5R

Serial No.

: 620408

Specification Limit

: NA

Next Calibration Date : 07-Dec-2022

Laboratory Information

Description

: 1. Balance

2. TSP high volume air sampler

Equipment ID. / Serial no : 1. C-065-5

2.4350

Date of Calibration : 08-Dec-2021

Ambient Temperature : 23 ± 5 °C

Calibration Location: General Chemical Laboratory of FTS and Ma Wan A1 Site Boundary

Method Used

: By direct comparison the weight of dust particle trapped in a filter paper using high volume sampler (TSP method) for a certain period, with the reading of the UUT. They

should be placed at the same location and powered on and off at the same time.

Calibration Results:

Reference concentration (mg/m³)	Total count for 1 hour	CPM (Count per minute)
0.0757	2041	34.02
0.0820	2112	35.20
0.0907	2256	37.60

Remarks:

1. The equipment being used in this calibration is traceable to recognized National Standards.

2. The interpolation equation : Concentration (mg/m^3) = K x [UUT reading (CPM)], where K = 0.002326

3. Correlation coefficient (r):

Checked by :	Date :	_ Certified by :k_T_Zeung	Date : 11-1-2022
CA-R-297 (22/07/2009)		Leung Kwok Tai (Assistant	Manager)



Fugro Development Centre 5 Lok Yi Street, Tai Lam Tuen Mun, NT Hong Kong

Report no.: 940891CA220067(1)

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CALIBRATION CERTIFICATE OF DUST METER

Client : Fugro Technical Services Limited

Project : Calibration Services

Client Supplied Information

Details of Unit Under Test, UUT

Description

: Laser dust monitor

Manufacturer

: SIBATA

Model No.

: LD-5R

Serial No.

: 761105

Specification Limit

: NA

Next Calibration Date : 07-Dec-2022

Laboratory Information

Description

: 1. Balance

2. TSP high volume air sampler

Equipment ID. / Serial no : 1. C-065-5

2.4350

Date of Calibration : 08-Dec-2021

Ambient Temperature : 23 ± 5 °C

Calibration Location: General Chemical Laboratory of FTS and Ma Wan A1 Site Boundary

Method Used

: By direct comparison the weight of dust particle trapped in a filter paper using high

volume sampler (TSP method) for a certain period, with the reading of the UUT. They

should be placed at the same location and powered on and off at the same time.

Calibration Results:

Reference concentration (mg/m³)	Total count for 1 hour	CPM (Count per minute)
0.0757	1814	30.23
0.0820	2015	33.58
0.0907	2501	41.68

Remarks:

1. The equipment being used in this calibration is traceable to recognized National Standards.

2. The interpolation equation : Concentration (mg/m^3) = K x [UUT reading (CPM)], where K = 0.002355

3. Correlation coefficient (r): 0.9904

Checked by:	_ Date :/_ / - 2-22	_ Certified by : KT Joung	Date: 11.1.2002
CA-R-297 (22/07/2009)		Leung Kwok Tai (Assistant/M	



19/F, Fugro House – KCC2, 1 Kwai On Rd, Kwai Chung, NT, Hong Kong

TSP SAMPLER CALIBRATION CALCULATION SPREADSHEET

Location : MaWTF, Ma Wan

Date of Calibration: 19-Oct-21

Location ID: A1 Site Boundary

Next Calibration Date: 18-Jan-22

Technician: Herman Wang

CONDITIONS

Sea Level Pressure (hPa): 1017.8 Corrected Pressure (mm Hg): 763 Temperature (°C): 25.7 Temperature (K): 299

CALIBRATION ORIFICE

Make: Tisch
Model: TE-5025A
Calibration Date: 4-Jun-21

Qstd Slope: 2.04731
Qstd Intercept: 0.00573
Expiry Date: 4-Jun-22

CALIBRATIONS

Plate	H2O (L)	H2O (R)	H2O	Qstd	I	IC	LINEAR
No.	(in)	(in)	(in)	(m ³ /min)	(chart)	(corrected)	REGRESSION
18	6.00	-6.40	12.400	1.719	60.00	60.06	Slope = 27.9500
13	5.20	-5.50	10.700	1.597	56.00	56.06	Intercept = 11.5355
10	4.30	-4.60	8.900	1.456	52.00	52.06	Corr. coeff.= 0.9976
7	3.20	-3.50	6.700	1.263	46.00	46.05	
5	2.00	-2.20	4.200	0.999	40.00	40.04	

Calculations:

Qstd = 1/m[Sqrt(H2O(Pa/Pstd)(Tstd/Ta))-b]
IC = I[Sqrt(Pa/Pstd)(Tstd/Ta)]

Qstd = standard flow rate

IC = corrected chart response

I = actual chart response

m = calibrator Qstd slope

b = calibrator Qstd intercept

Ta = actual temperature during calibration (deg K

Pa = actual pressure during calibration (mm Hg)

Tstd = 298 deg K

Pstd = 760 mm Hg

For subsequent calculation of sampler flow:

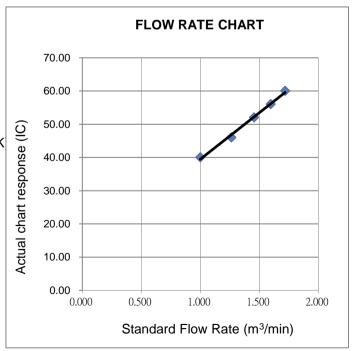
1/m((I)[Sqrt(298/Tav)(Pav/760)]-b)

m = sampler slopeb = sampler intercept

I = chart response

Tav = daily average temperature

Pav = daily average pressure





13/F, Fugro House - KCC2, 1 Kwai On Rd, Kwai Chung, NT, Hong Kong.

CALIBRATION REPORT OF WIND METER

Project: Contract No. SPW 07/2020 Date of Calibration: 24-Sep-2022 Location: Yuen Long Sewage Treatment Works **Next Calibration Date:** 23-Mar-2023

Technician:

Sam Fong

Global Water Brand:

GL500-7-2 Serial No: 2012000974 Model:

Anemometer

Brand: Benetech Model: GM816

Equipment ID: 08

Procedures:

1. Wind Still Test: The wind speed sensor was held by hand until stabilized.

Wind Speed Test: The wind meter was calibrated in-situ and compared with the Anemometer.

3. Wind Direction Test: The wind meter was calibrated in-situ and compared with a marine compass from

four directions.

Wind Still Test:

Wind Speed (m/s)	
0.00	

Wind Speed Test:

Global Water (m/s)	Anemometer (m/s)		
1.8	1.7		
2.5	2.6		
3.2	3.3		

Wind Direction Test:

	Marine Compass (o)
347	344
65	69
22	24
334	340

Wan Ka Ho

Project Consultant

Report Date: 26/9/2022

Noise Monitoring Equipments





Fugro Development Centre 5 Lok Yi Street, Tai Lam Tuen Mun, NT Hong Kong

Report no.: 212769CA220043

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CALIBRATION CERTIFICATE OF SOUND LEVEL METER

Client Supplied Information

Client: Fugro Technical Services Ltd.

Project: Calibration Services Details of Unit Under Test, UUT

Description

Sound Level Meter

Manufacturer

Casella

Model No.

Serial No.

:

Equipment ID

N-62

Next Calibration Date

05-Jan-2023

Specification Limit

EN 61672-1: 2003 Class 1

Meter

CEL-63X

1488304

Laboratory Information

Details of Reference Equipment -

Description

B & K Acoustic Multifunction Calibrator 4226 (Traditional free field setting)

Microphone

CE-251

03456

Equipment ID. :

R-108-1

Date of Calibration : 06-Jan-2022

Calibration Location: Calibration Laboratory of FTS

Ambient Temperature :

20±2 °C

Method Used

: By direct comparison

Relative Humidity

<80% R.H.

Preamplifier

CEL-495

002850

Calibration Results:

Parame	ters	Mean Value (dB)	Specific	ation	Limit(dB)
	4000Hz	2.0	2.6	to	-0.6
	2000Hz	1.0	2.8	to	-0.4
A-weigthing	1000Hz	-0.5	1.1	to	-1.1
frequency response	500Hz	-3.9	-1.8	to	-4.6
	250Hz	-9.3	-7.2	to	-10.0
	125Hz	-16.8	-14.6	to	-17.6
	63Hz	-26.9	-24.7	to	-27.7
Differential level	94dB-104dB	0.1		± 0.6	3
linearity	104dB-114dB	0.1		± 0.6	i

Remarks:

- 1. The equipment used in this calibration is traceable to recognized National Standards.
- 2. The mean value is the average of four measurements.
- 3. For calibration: Reference SPL are 94, 104 & 114dB, range setting is 20-140dB & time weighting is fast.
- 4. The UUT does comply with EN 61672-1: 2003 Class 1 sound level meter for the above measurement.
- 5 The values given in this Calibration Certificate only relate to the values at the time of the test and any uncertainties will not include allowance for the equipment long term drift, variations with environment changes, vibration and shock during tranportation, overloading, mis-handling or the capability of any other laboratory to repeat the measurement.

Checked by :	Date : _	10-1-2022	_ Certified by :	F.h. Lema	_ Date : _	11.1-2022
CA-R-297 (22/07/2009)			Leung	Kwok Tai (Assista	nt Manager)



Fugro Development Centre 5 Lok Yi Street, Tai Lam Tuen Mun, NT Hong Kong

Report no.: 212769CA220999

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CALIBRATION CERTIFICATE OF SOUND LEVEL METER

Client Supplied Information

Client: Fugro Technical Services Limited

Project: Calibration Services Details of Unit Under Test, UUT

Description

Sound Level Meter

Manufacturer

Casella

Model No.

Serial No.

:

Equipment ID

N/A

Next Calibration Date

06-May-2023

Specification Limit

EN 61672-1: 2003 Class 1

Meter

CEL-63X

1488300

Laboratory Information

Details of Reference Equipment -

Description

B & K Acoustic Multifunction Calibrator 4226 (Traditional free field setting)

Microphone

CE-251

05011

Equipment ID. :

R-108-1

Date of Calibration : 07-May-2022

Calibration Location: Calibration Laboratory of FTS

Ambient Temperature :

20±2 °C

Preamplifier

CEL-495

002110

Method Used

: By direct comparison

Relative Humidity

<80% R.H.

Calibration Results:

Parame	ters	Mean Value (dB)	Specific	ation	Limit(dB)
	4000Hz	-0.2	2.6	to	-0.6
	2000Hz	0.9	2.8	to	-0.4
A-weigthing	1000Hz	0.1	1.1	to	-1.1
frequency response	500Hz	-3.1	-1.8	to	-4.6
	250Hz	-8.5	-7.2	to	-10.0
	125Hz	-16.0	-14.6	to	-17.6
	63Hz	-26.1	-24.7	to	-27.7
Differential level linearity	94dB-104dB	0.0		± 0.6	3
	104dB-114dB	0.0		± 0.6	3

Remarks:

- 1. The equipment used in this calibration is traceable to recognized National Standards.
- 2. The mean value is the average of four measurements.
- 3. For calibration: Reference SPL are 94, 104 & 114dB, range setting is 20-140dB & time weighting is fast.
- 4. The UUT does comply with EN 61672-1: 2003 Class 1 sound level meter for the above measurement.
- 5 The values given in this Calibration Certificate only relate to the values at the time of the test and any uncertainties will not include allowance for the equipment long term drift, variations with environment changes, vibration and shock during tranportation, overloading, mis-handling or the capability of any other laboratory to repeat the measurement.

Checked by :	Cumy	_ Date : _	13-5
CA-R-297 (22/07/20	009)		

Tours Date:

Leung Kwok Tai (Assistant Manager)



Fugro Development Centre 5 Lok Yi Street, Tai Lam Tuen Mun, NT Hong Kong

Report no.: 212769CA220043(1)

Page 1 of 1

CALIBRATION CERTIFICATE OF SOUND CALIBRATOR

Client Supplied Information

Client: Fugro Technical Services Ltd.

Project : Calibration Services

Details of Unit Under Test, UUT

Description

: Sound Calibrator

Manufacturer

Casella (Model CEL-120/1)

Serial No.

2383982

Equipment ID

N/A

Next Calibration Date :

05-Jan-2023

Specification Limit

EN 60942: 2003 Class 1

Laboratory Information

Description

Reference Sound level meter

Equipment ID. :

R-119-1

Date of Calibration :

06-Jan-2022

Ambient Temperature:

22 °C

Calibration Location:

Calibration Laboratory of FTS

Relative Humidity

: <80% R.H.

Method Used

By direct comparison

Calibration Results:

Parameters (Setting of UUT)	Mean Value (error of measurement)	Specification Limit(dB)
94dB	0.0 dB	10.4dD
114dB	-0.2 dB	±0.4dB

Remarks:

- 1. The equipment used in this calibration is traceable to recognized National Standards.
- 2. The mean value is the average of four measurements.
- 3. The equipment does comply with the specification limit.
- 4. The values given in this Calibration Certificate only relate to the values at the time of the test and any uncertainties will not include allowance for the equipment long term drift, variations with environment changes, vibration and shock during transportation, overloading, mis-handling or the capability of any other laboratory to repeat the measurement.



Fugro Development Centre 5 Lok Yi Street, Tai Lam Tuen Mun, NT Hong Kong

Report no.: 212769CA221230 Page 1 of 1

CALIBRATION CERTIFICATE OF SOUND CALIBRATOR

Client: Fugro Technical Services Ltd.

Project: Calibration Services

Client Supplied Information

Details of Unit Under Test, UUT

Description

Sound Calibrator

Manufacturer

Casella (Model CEL-120/1)

Serial No.

3321858

Equipment ID

N/A

Next Calibration Date : 08-Jun-2023

Specification Limit

EN 60942: 2003 Class 1

Laboratory Information

Details of Calibration Equipment

Description

Reference Sound level meter

Equipment ID. :

R-119-2

Date of Calibration:

09-Jun-2022

Calibration Location: Calibration Laboratory of FTS

Ambient Temperature :

 20 ± 2

Method Used

By direct comparison

Relative Humidity

< 80 %RH

Calibration Results:

Parameters (Setting of UUT)	Mean Value (error of measurement)	Specification Limit(dB)
94dB	0.1 dB	+0.4dB
114dB	0.1 dB	±0.4dB

Remarks:

- 1. The equipment used in this calibration is traceable to recognized National Standards.
- 2. The mean value is the average of four measurements.
- 3. The unit under test complies with the specification limit.
- 4. The values given in this Calibration Certificate only relate to the unit-under-test and the values measured at the time of the test. Any uncertainties quoted will not include allowances for the environmental changes, variation and shock during transportation, or the capability of any other laboratory to repeat the measurement.

Date: 24-6-2022 Certified by: Kot Jumb Date: Date: Leung Kwok Tai (Assistant Manager) Checked by: CA-R-297 (22/07/2009)



Fugro Development Centre 5 Lok Yi Street, Tai Lam Tuen Mun, NT Hong Kong

Report No.: 212769CA220614

Page 1 of 1

CALIBRATION CERTIFICATE OF ANEMOMETER

Client Supplied Information

Client: Fugro Technical Services Limited

Project: Calibration Services Details of Unit Under Test, UUT

Description

Anemometer

Manufacturer:

Smart Sensor

Model No.

AR816

Serial No.

N/A

Equipment ID.: AM-001

Next Calibration Date :

28-Mar-2023

Laboratory Information

Details of Reference Equipment -

Description

Reference Anemometer

Equipment ID.:

R-101-4

Date of Calibration

29-Mar-2022

Ambient Temperature :

22 °C

Calibration Location :

Calibration Laboratory of FTS

Method Used: In-house Method R-C-279

Calibration Results:

Reference Reading	UUT Reading	Error
(m/s)	(m/s)	(m/s)
2.1	2.0	-0.1
3.6	4.0	0.4
5.4	6.0	0.6
7.0	8.0	1.0
8.8	10.0	1.2

Remarks:

- 1. The equipment being used in this calibration is traceable to recognized National Standards.
- 2. The expanded uncertainty is 0.5 m/s with a coverage factor of 2 at a confidence level of 95%.
- 3. The reported readings in this calibration are an average from 10 trials.

Checked by :	_ _ Date :_	31-3-2022	_Certified by :	Kit Leung	_ Date :_	1-4-2022
CA-R-297 (22/07/2009)			Leung Kw	ok Tai (Assistant	Manager)	

Water Quality Monitoring Equipments





Fugro Development Centre 5 Lok Yi Street, Tai Lam Tuen Mun, NT Hong Kong

Report No.: 142626WA222183



Page 1 of 3

Report on Calibration of YSI EXO-3 Multi-parameter Water Quality Meter

Information Supplied by Client

Client

Fugro Technical Services Limited (MCL)

Client's address

13/F, Fugro House - KCC2, No. 1 Kwai On Road, Kwai Chung,

N.T., H.K.

Sample description

One YSI EXO-3 Multi-parameter Water Quality Meter

Client sample ID

Serial No. 19A105807

Test required

Calibration of the YSI EXO-3 Multi-parameter Water Quality Meter

Laboratory Information

Lab. sample ID

WA222183/1

Date sample received

10/10/2022

Date of calibration

21/10/2022

Next calibration date

20/01/2023

Test method used

In-house comparison method





Report No.: 142626WA222183

Page 2 of 3

Results:

A. pH calibration

pH reading at 25°C for Q.C. solution(6.86) and at 25°C for Q.C. solution(9.18)				
Theoretical	Theoretical Measured Deviation			
9.18	9.13	-0.05		
6.86	6.58	-0.28		

B. Salinity calibration

B. Caming Cambracion				
	Salinity, ppt			
Theoretical	Measured	Deviation	Maximum acceptable Deviation	
1	1.01	+0.01	± 0.1	
10	9.96	-0.04	± 0.5	
20	19.95	-0.05	± 1.0	
30	29.80	-0.20	± 1.5	
40	39.80	-0.20	± 2.0	

C. Dissolved Oxygen calibration

Trial No.	Dissolved oxygen content, mg/L		
mai No.	By Titration	By D.O. meter	
1	7.77	7.85	
2	8.03	8.10	
3	8.05	8.10	
Average	7.95	8.02	

Differences of D.O. Content between Wrinkler Titration and D.O. meter should be less than 0.2 mg/L.

Certified by

Approved Signatory: HO Kin Man, John Assistant General Manager - Laboratories

Date





Report No.: 142626WA222183

Page 3 of 3

Results:

D. Temperature calibration

Thermometer reading, °C	Meter reading, °C	
22.7	22.826	

E. Turbidity calibration

	Turbidity, N.T.U.			
Theoretical	Measured	Deviation	Maximum acceptable Deviation	
4	4.3	+0.3	± 0.6	
8	8.2	+0.2	± 0.8	
40	39.8	-0.2	± 3.0	
80	80.4	+0.4	± 4.0	

Certified by

Approved Signatory: HO Kin Man, John Assistant General Manager - Laboratories

Date

** End of Report **





Report No.: 142626WA221988



Page 1 of 3

Report on Calibration of YSI EXO-3 Multi-parameter Water Quality Meter

Information Supplied by Client

Client : Fugro Technical Services Limited (MCL)

Client's address : 13/F, Fugro House – KCC2, No. 1 Kwai On Road, Kwai Chung,

N.T., H.K.

Sample description : One YSI EXO-3 Multi-parameter Water Quality Meter

Client sample ID : Serial No. 19A105808

Test required : Calibration of the YSI EXO-3 Multi-parameter Water Quality Meter

Laboratory Information

Lab. sample ID : WA221988/1

Date sample received : 19/09/2022

Date of calibration : 26/09/2022

Next calibration date : 25/12/2022

Test method used : In-house comparison method





Report No.: 142626WA221988

Page 2 of 3

Results:

A. pH calibration

pH reading at 25°C for	Q.C. solution(6.86) and at 25°0	C for Q.C. solution(9.18)
Theoretical	Measured	Deviation
9.18	9.08	-0.10
6.86	6.86	0

B. Salinity calibration

	Salinity, ppt			
Theoretical	Measured	Deviation	Maximum acceptable Deviation	
1	1.01	+0.01	± 0.1	
10	9.95	-0.05	± 0.5	
20	19.80	-0.20	± 1.0	
30	30.03	+0.03	± 1.5	
40	40.03	+0.03	± 2.0	

C. Dissolved Oxygen calibration

Trial No.	Dissolved oxygen content, mg/L		
mar No.	By Titration	By D.O. meter	
1	8.62	8.50	
2	8.46	8.48	
3	8.46	8.48	
Average	8.51	8.49	

Differences of D.O. Content between Wrinkler Titration and D.O. meter should be less than $0.2 \, \text{mg/L}$.

Certified by

Approved Signatory : HO Kin Man, John Assistant General Manager – Laboratories

Date

U111/2022



Fugro Development Centre 5 Lok Yi Street, Tai Lam Tuen Mun, NT Hong Kong

Report No.:

142626WA221988

Page 3 of 3

Results:

D. Temperature calibration

Thermometer reading, °C	Meter reading, °C
19.890	19.8

E. Turbidity calibration

L. Turbiuity cambratio			
Turbidity, N.T.U.			
Theoretical	Measured	Deviation	Maximum acceptable Deviation
4	4.15	+0.15	± 0.6
8	7.80	-0.20	± 0.8
40	39.20	-0.80	± 3.0
80	80.30	+0.30	± 4.0

Certified by

Approved Signatory: HO Kin Man, John Assistant General Manager – Laboratories

Date

** End of Report **



CALIBRATION CERTIFICATE

This document certifies that the instrument detailed below has been calibrated according to Valeport Limited's Standard Procedures, using equipment with calibrations traceable to UKAS or National Standards.

Calibration Certificate Number:

61134

Instrument Type:

MODEL 106

Instrument Serial Number:

67738

Calibrated By:

N.PADDON

Date:

11TH NOVEMBER 2019

Signed:

× 13P

Full details of the results from the calibration procedure applied to each fitted sensor are available. on request, via email. This summary certificate should be kept with the instrument.



Valeport Limited St. Peter's Quay, Totnes, Devon TQ9 5EW UK

+44 (0) 1803 869292 sales@valeport.co.uk www.valeport.co.uk









9940 Summers Ridge Road San Diego, CA 92121 Tel: (858) 546-8327 support@sontek.com

Certificate of Calibration

TEST REPORT

Serial Number	5906	
System Type	M9	
System Orientation	Down	
Compass Type	Sontek	
Compass Offset (degrees)	N/A	
Communications Output	RS232	
Recorder Size (GB)	14.9	
Firmware Version	4.02	
Date Tested	05/23/2017	

POWER TEST

Command Mode (W):	0.17	Range: 0.00 - 0.30
Sleep Mode (W):	N/A	Range: N/A
Ping Mode - 18V (W):	2.67	Range: 1.50 – 3.50
Power Check		PASS

NOISE TEST

95
96
95
101
93
95
91
100
88
PASS

VERIFICATION

Velocity Check	PASS
Transmit Output	PASS
Sensitivity	PASS
Temperature Sensor	PASS
Compass Heading Check	PASS
Compass Level Check	PASS
Burn-in (24 hrs)	PASS
Load Default Parameters	DONE

OPTIONS

OT TIOTIS		
Bottom Track	Installed	
SmartPulse HD TM	Enabled	
Stationary	Disabled	
GPS Compass Integration	Disabled	
RiverSurveyor	Enabled	
HydroSurveyor	Disabled	

Verified by: ainthasane

This report was generated on 5/24/2017.

ATTENTION: New Warranty Terms as of March 4, 2013:

This system is covered under a two year limited warranty that extends to all parts and labor for any malfunction due to workmanship or errors in the manufacturing process. The warranty is valid only if you properly maintain and operate this system under normal use as outlined in the User's Manual. The warranty does not cover shortcomings that are due to the design, or any incidental damages as a result of errors in the measurements.

SonTek will repair and/or replace, at its sole option, any product established to be defective with a product of like type. CLAIMS FOR LABOR COSTS AND/OR OTHER CHARGES RESULTING FROM THE USE OF SonTek GOODS AND/OR PRODUCTS ARE NOT COVERED BY THIS LIMITED WARRANTY.

SonTek DISCLAIMS ALL EXPRESS WARRANTIES OTHER THAN THOSE CONTAINED ABOVE AND ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE. SonTek DISCLAIMS AND WILL NOT BE LIABLE, UNDER ANY CIRCUMSTANCE, IN CONTRACT, TORT OR WARRANTY, FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO LOST PROFITS, BUSINESS INTERRUPTION LOSSES, LOSS OF GOODWILL, OR LOSS OF BUSINESS OR CUSTOMER RELATIONSHIPS.

If your system is not functioning properly, first try to identify the source of the problem. If additional support is required, we encourage you to contact us immediately. We will work to resolve the problem as quickly as possible.

If the system needs to be returned to the factory, please contact SonTek to obtain a Service Request (SR) number. We reserve the right to refuse receipt of shipments without SRs. We require the system to be shipped back in the original shipping container using the original packing material with all delivery costs covered by the customer (including all taxes and duties). If the system is returned without appropriate packing, the customer will be required to cover the cost of a new packaging crate and material.

The warranty for repairs performed at an authorized SonTek Service Center is one year.