What do I need when I call for an RGA? We will need the S/N #, exact problem it is giving you. We will also need a copy of the invoice with the S/N # on it from your distributor. If the invoice does not have a S/N # on it we will still need a copy of that invoice. Very important, it is the responsibility of the clinic to let us know if it is warranty or not. Every piece of information you can give us will help us repair your pump as fast as possible and get it back to you. You will also need a CC ready unless you are a VCA Hospital for the initial service/diagnostic fee of $80.00.

What is the service/diagnostic fee for? In order for the manufacturer to have a complete summary of what repairs a pump may need, they need to break down the entire pump. This is a time consuming process. This will also eliminate any additional repair charges they may find down the road as they began repair. This fee will be waived if the repair estimate is approved.

What do I need to return? Both the pump and charger. Please keep your power cord and case.

What is preventative maintenance? The preventative maintenance check evaluates the pump at the time of return and determines if there is any need for repair. It also provides for a full service, including cleaning and calibration of the device. This is recommended yearly by the manufacturer.

Is there a warranty on preventative maintenance? No, this is just an evaluation of the pump to include cleaning and calibration. It cannot detect any issues that are not there at that exact time.

How often should I do preventative maintenance? Manufacturer suggest every year. If a pump has been in for calibration or preventative maintenance, the manufacturer is putting a sticker on all pumps that show service date and when the next service is due.

What is the service date sticker? If a pump has been in for calibration or preventative maintenance a sticker will be put on the unit showing service date and next service date. This sticker is to remain on the pump, and it is solely the responsibility of the clinic to keep it on the pump or keep track of the next service date themselves.

How long will my pump last? That is hard to say, it all depends on the care and use of this pump. A pump’s life span will vary.

How long will my battery last? That too is hard to say, all depends on the proper use and frequent use of the pump.

What is the warranty on my repair? The warranty is now 180 days on all parts repaired only.
My battery worked fine, but now they say I need a new one? The manufacturer runs a diagnostic on the battery, if they determine that it needs to replaced they dispose of the battery. A new one will have to be purchased. If repairs are refused no battery will be sent back with the unit.