



GAI-TRONICS® CORPORATION  
A HUBBELL COMPANY

# Thermoplastic Elastomer Cord Replacement Kit

MODELS 12514-004, 12514-005, AND 12514-006

## Confidentiality Notice

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## General Information

The cord replacement kits can be used on the following models:

240	248	257	272	701-804	9081	9105A
246	250	258	701-602	9001	9085	9205A
247	256	262	701-802	9005	9101A	12576-215

This kit includes the following parts:

Qty	Description
1	Handset Cord Fastener Clip
2	Tie Wraps
1	6-foot Retractable Thermoplastic Elastomer Cord (Kit 12514-004 Only)
1	15-foot Retractable Thermoplastic Elastomer Cord (Kit 12514-005 Only)
1	25-foot Retractable Thermoplastic Elastomer Cord (Kit 12514-006 Only)

## Installation Instructions

Models 240, 246, 247, 248, 250, 256, 257, and 258

### **Removal of Old Cord**

1. Loosen and remove the screws securing the front panel. Pull the front panel away from the back enclosure.
2. Disconnect the modular telephone line from the printed circuit board. Disconnect the 4 telephone wires from the printed circuit board assembly (PCBA).

- When replacing an existing PVC cord, use a Heyco® bushing tool or a needle nose pliers to squeeze the notch on the front panel side of the strain relief bushing and pull out the bushing.

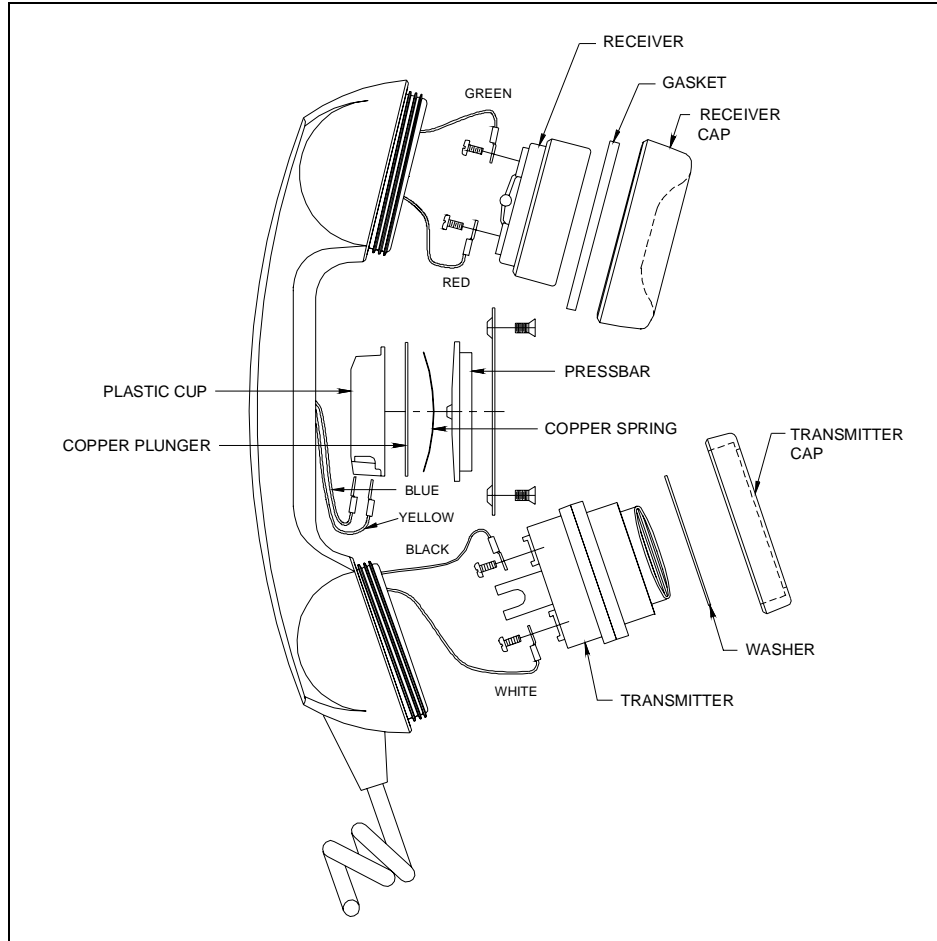


Figure 1. Handset Outline Diagram

- When replacing a thermoplastic elastomer cord, remove the handset cord fastener clip located on the back side of the front panel. The fastener clip secures the bushing and the cord to the front panel.
- Pull the old cord through the front panel and set aside.
- Remove the lower cap from the handset. Lift out the transmitter and the transmitter cup. Disconnect both wires.
- Remove the receiver cap, lift out the receiver and disconnect both wires.
- Pull the wire harness out of the handset.

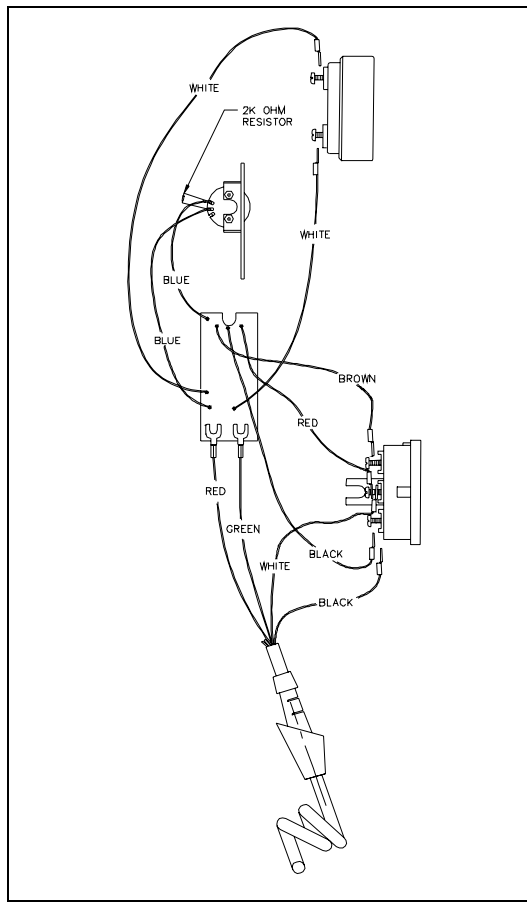


Figure 2. Handset Wiring Diagram

**Installation of New Cord**

9. Snip off the cord's blue and yellow wires as close to their origin as possible. Insert the wire harness from the new cord into the handset. Refer to Figure 2.
10. Connect the red and green cord wires to the Receiver Amplifier PCBA. Replace the receiver and the receiver cap.
11. Connect the black and white cord wires to the transmitter cup. Re-connect the black, brown, and red wires of the Receiver Amplifier PCBA to the transmitter cup. Replace the transmitter cup, transmitter, and cap. Note the notch on the transmitter cup. When placing the transmitter cup in the handset, align the notch to catch the bushing on the coil cord to secure the cord firmly in the handset.
12. Insert the end of the new cord through the front panel until the bushing is flush against the panel.
13. Press the bushing tight against the front panel, and insert the handset cord fastener clip onto the rear of the bushing, against the back side of the front panel.
14. Reconnect the 4 telephone wires to the PCBA as follows:
 

Red to E1	Green to E2
White to E3	Black to E4
15. Reconnect the modular telephone wire to the RJ11 jack on the PCBA, and fasten the front panel to the rear enclosure.

Models 9001, 9005, 9081, and 9085

**Removal of Old Cord**

1. Unscrew the 4 front panel captive screws and open the front panel. Unsnap the blue ribbon cable from the back panel of the station. Loosen the interior hinges and remove the front panel.
2. Remove the 5 screws securing the back box to the printed circuit board assembly (PCBA). Remove the back box.
3. Identify if your station is an older or a newer model. The older models have an unsecured terminal that is not anchored to the printed circuit board.

*For older models:* Disconnect the wires from the PCBA.

Red from E1	White from E2	Black from E3
Yellow from E4	Blue from E5	Green from the unsecured terminal.

*For newer models:* Disconnect the wires from the PCBA.

Red from E1	Green from E2	Black from E3
Yellow from E4	Blue from E5	White from E7

4. When replacing a PVC cord, use a Heyco<sup>®</sup> bushing tool or a needle nose pliers to squeeze the notch on the front panel side of the strain relief bushing and pull out the bushing.
5. Feed the bushing and the wires through the front panel to free the cord from the panel.

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6. At the handset end, unscrew the transmitter cap and lift out the transmitter. Disconnect the black and white wires from the transmitter.
7. Unscrew the receiver cap and lift out the receiver. Disconnect the red and green wires from the receiver.
8. Using an Allen wrench, loosen the 2 Allen nuts securing the pressbar. Lift out the plastic pressbar, the metal casing, and the 2 pieces of copper.
9. Lift out the rectangular plastic cup and disconnect the blue and yellow wires. Pull the old cord out of the handset.

***Installation of New Cord***

10. Feed the red and green wires through the transmitter end of the handset, through the center of the handset to the receiver end. Secure the red and green wires to the receiver.
11. Place the receiver into its location. Tighten the receiver cap.
12. Feed the yellow and the blue wires through the handset to the pressbar area.
13. Secure the yellow and blue wires to the terminals in the plastic cup. Place the plastic cup in the handset.
14. Refer to Figure 1. Place the copper piece with the rubber center in first, with the solid rubber side facing outward.
15. Place the other copper piece so that the bend faces outward.
16. Place the plastic piece such that the GAI-Tronics logo side is facing outward. Place the metal bracket on top and tighten the Allen screws.
17. Attach the black and white wires to the transmitter.
18. Place the transmitter into its location, making sure that the cord guide snaps firmly onto the cord to secure it. Tighten the transmitter cap.
19. Feed the other end of the cord through the panel from the front of the unit.
20. Use the new handset cord fastener clip to secure the bushing and the cord to the rear of the front panel.
21. Reconnect the wires to the PCBA:

***For older models:***

Red to E1	White to E2	Black to E3
Yellow to E4	Blue to E5	Green to the unsecured terminal (Insulate with electrical tape or equiv.)

***For newer models:***

Red to E1	Green to E2	Black to E3
Yellow to E4	Blue to E5	White to E7

22. Secure the back box by tightening the 5 screws.
23. Connect the front panel to the back panel by inserting the hinges in the appropriate openings.
24. Secure the ribbon cable to the back section of the station by snapping it into the appropriate connector and closing the side tabs.
25. Close the front panel and tighten the 4 captive screws.

## Models 9101A and 9105A

***Removal of Old Cord***

1. Remove the 2 mounting screws from the mounting bracket. Remove the subset from the mounting bracket.
2. Remove the 2 top panel screws and the 2 bottom panel screws holding the unit together.
3. Lay the unit open so that you can easily access the printed circuit board assembly (PCBA).
4. Remove the 6 cord wires from the PCBA:

Red from E1	Green from the right side E2	Black from E3
Yellow from E4	White from the left side of E2	Blue from E5
5. When replacing an existing PVC cord, use the Heyco® bushing tool or a needle nose pliers to squeeze the notch on the outer side of the strain relief bushing and pull out the bushing. Pull the cord through the hole and remove the cord.
6. When replacing a thermoplastic elastomer cord, remove the handset cord fastener clip located on the back side of the front panel. The fastener clip secures the bushing and the cord to the front panel.
7. At the handset end, unscrew the transmitter cap, lift out the transmitter and disconnect the black and white wires.
8. Unscrew the receiver cap and lift out the receiver. Disconnect the red and green wires from the receiver.
9. Using the Allen wrench, loosen the 2 Allen nuts securing the pressbar. Lift out the plastic pressbar, the metal casing and the 2 pieces of copper.
10. Lift out the rectangular plastic cup and disconnect the yellow and blue wires. Pull the old cord out of the handset.

***Installation of New Cord***

11. Feed the red and green wires through the transmitter end of the handset, through the center of the handset to the receiver end. Secure the red and green wires to the receiver.
12. Place the receiver into its location. Tighten the receiver cap.
13. Feed the yellow and blue wires through the handset pressbar area.
14. Secure the yellow and blue wires to the terminals in the plastic cup. Place the plastic cup in the handset.
15. Refer to Figure 1. Place the copper piece with the rubber center in first, with the solid rubber side outward.
16. Place the other copper piece so that the bend faces outward.
17. Place the plastic piece so that that GAI-Tronics logo side is facing outward. Place the metal bracket on top and tighten the Allen screws.
18. Attach the black and white wires to the transmitter.
19. Place the transmitter into its location, making sure that the cord guide snaps firmly onto the cord to secure it. Tighten the transmitter cap.
20. Feed the other end of the cord through the panel from the front of the unit.
21. Use the new handset cord fastener clip to secure the bushing and the cord to the rear of the front panel.

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22. Reconnect the 6 cord wires to the PCBA:
 

Red to E1	Green to the right side E2	Black to E3
Yellow to E4	White to the left side of E2	Blue to E5
23. Replace the 2 top panel screws and the 2 bottom panel screws to reassemble the unit.
24. Use the 2 mounting screws to secure the subset to the mounting bracket.

## Models 9201A and 9205A

***Removal of Old Cord***

1. Remove the unit from the wall or the mounting surface.
2. Remove the 4 back panel screws.
3. Remove the 6 cord wires from the PCBA:
 

Red from E1	Green from the right side E2	Black from E3
Yellow from E4	White from the left side of E2	Blue from E5
4. When replacing an existing PVC cord, use the Heyco® bushing tool or a needle nose pliers to squeeze the notch on the outer side of the strain relief bushing and pull out the bushing. Pull the cord through the hole and remove the cord.
5. When replacing a thermoplastic elastomer cord, remove the handset cord fastener clip located on the back side of the front panel. The fastener clip secures the bushing and the cord to the front panel.
6. At the handset end, unscrew the transmitter cap, lift out the transmitter and disconnect the black and white wires.
7. Unscrew the receiver cap and lift out the receiver. Disconnect the red and green wires from the receiver.
8. Using the Allen wrench, loosen the 2 Allen nuts securing the pressbar. Lift out the plastic pressbar, the metal casing and the 2 pieces of copper.
9. Lift out the rectangular plastic cup and disconnect the yellow and blue wires. Pull the old cord out of the handset.

***Installation of New Cord***

10. Feed the red and green wires through the transmitter end of the handset, through the center of the handset to the receiver end. Secure the red and green wires to the receiver.
11. Place the receiver into its location. Tighten the receiver cap.
12. Feed the yellow and blue wires through the handset pressbar area.
13. Secure the yellow and blue wires to the terminals in the plastic cup. Place the plastic cup in the handset.
14. Refer to Figure 1. Place the copper piece with the rubber center in first, with the solid rubber side outward.
15. Place the other copper piece so that the bend faces outward.
16. Place the plastic piece so that that GAI-Tronics logo side is facing outward. Place the metal bracket on top and tighten the Allen screws.
17. Attach the black and white wires to the transmitter.
18. Place the transmitter into its location, making sure that the cord guide snaps firmly onto the cord to secure it. Tighten the transmitter cap.
19. Feed the other end of the cord through the panel from the front of the unit.



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20. Use the *new* handset cord fastener clip to secure the bushing and the cord to the rear of the front panel.
21. Reconnect the 6 cord wires to the PCBA:
 

Red to E1	Green to the right side E2	Black to E3
Yellow to E4	White to the left side of E2	Blue to E5
22. Replace the 4 back panel screws, and remount the unit.

## Models 262 and 272 Series

***Removal of Old Cord***

 **WARNING**  **Remove main power from the system.**

1. Loosen and remove the screws from the front panel. Pull the front panel away from the back enclosure.
2. Disconnect the 2 signal/power wires from the terminal block on the rear of the front panel.
3. Remove the screws securing the non-metallic shield to the rear of the front panel.
4. Remove the 4 cord wires from the printed circuit board assembly (PCBA).
5. Remove the handset cord fastener clip located on the back side of the front panel. The fastener clip secures the bushing and the cord to the front panel.
6. Feed the bushing and the wires through the front panel to free the cord from the panel.
7. At the handset end, unscrew the transmitter cap and lift out the transmitter. Disconnect the black and white wires from the transmitter.
8. Unscrew the receiver cap and lift out the receiver. Disconnect the red and green wires from the receiver. Pull the old cord out of the handset.

***Installation of New Cord***

9. Snip off the cord's blue and yellow wires as close to their origin as possible.
10. Insert the wire harness from the new cord into the handset.
11. Connect the red and green wires to the receiver. Place the receiver into its location. Tighten the receiver cap.
12. Attach the black and white wires to the transmitter.
13. Place the transmitter into its location, making sure that the cord guide snaps firmly onto the cord to secure it. Tighten the transmitter cap.
14. Feed the other end of the cord through the panel from the front of phone.
15. Use the *new* handset cord fastener clip to secure the bushing and the cord to the rear of the front panel.
16. Reconnect the 4 cord wires to the PCBA as follows:
 

Black to E1	White to E2	Red to E3	Green to E4
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17. Secure the wires together with the supplied tie wraps, as necessary.
18. Reattach the non-metallic shield to the rear of the front panel.
19. Reconnect the 2 signal/power wires to the rear terminal block.
20. Remount the unit into the back enclosure and reapply system power.

## Model 701-602

***Removal of Old Cord***

1. Remove the 4 screws securing the unit into the wall enclosure. Pull the unit from the enclosure.
2. Loosen the 4 side screws and slide the front panel away from the rear section. Disconnect the 14-pin interconnect cable assembly, located on the right side of the front panel printed circuit board assembly (PCBA).
3. Lay the front panel to the side to access to the attached PCBA.
4. Rotate the party line selector switch to Party Line 1.
5. Remove the party line switch protective cap by gently prying the front face corner of the knob up to expose the pressure grip nut.
6. Loosen the nut and remove the switch knob.
7. Remove the switch shaft nut and washer, and set aside. Note the present positioning and orientation of switch PCBA for future PCBA re-assembly.
8. Remove the switch PCBA. Set assembly aside.
9. Carefully cut the tie wraps that secure the cord.
10. Remove the 6 cord wires from the PCBA:

Black from E1	White from E2	Red from E3
Green from E4	Blue from one side of E6	Yellow from E7
11. Remove the 5 screws that hold the main PCBA to the front panel. Set the PCBA aside.
12. Remove the handset cord fastener clip located on the back side of the front panel. The fastener clip secures the bushing and the cord to the front panel.
13. Feed the bushing and the wires through the front panel and the PCBA to free the cord.
14. At the handset end, unscrew the transmitter cap, lift out the transmitter and disconnect the black and white wires.
15. Unscrew the receiver cap and lift out the receiver. Disconnect the red and green wires from the receiver.
16. Using the Allen wrench, loosen the 2 Allen nuts securing the pressbar. Lift out the plastic pressbar, the metal casing, and the 2 pieces of copper.
17. Lift out the rectangular plastic cup and disconnect the blue and yellow wires. Pull the old cord out of the handset.

***Installation of New Cord***

18. Feed the red and green wires through the transmitter end of the handset, through the center of the handset to the receiver end. Secure the red and green wires to the receiver.
19. Place the receiver into its location. Tighten the receiver cap.
20. Feed the yellow and blue wires through the handset pressbar area.
21. Secure the yellow and blue wires to the terminals in the plastic cup. Place the plastic cup in the handset.
22. Refer to Figure 1. Place the copper piece with the rubber center in first with the solid rubber side outward.
23. Place the other copper piece so that the bend faces outward.

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24. Place the plastic piece so that that GAI-Tronics logo side is facing outward. Place the metal bracket on top and tighten the Allen screws.
25. Attach the black and white wires to the transmitter.
26. Place the transmitter into its location, making sure that the cord guide snaps firmly onto the cord to secure it. Tighten the transmitter cap.
27. Feed the other end of the cord through the panel from the front of the unit.
28. Use the *new* handset cord fastener clip to secure the bushing and the cord to the rear of the front panel.
29. Feed the cord through the hole in the PCBA. Reattach the 5 screws and the cord anchor clip that secures the main PCBA to the front panel.
30. Reconnect the 6 cord wires to the PCBA:
 

Black to E1	White to E2	Red to E3
Green to E4	Blue to one side of E6	Yellow to E7
31. Use the tie wrap to secure the cord wires to the cord anchor clip. Do not block the hole of the speaker volume adjustment.
32. Reinsert the party line switch PCBA through the PCBA opening and the front panel. Orient the switch PCBA so that the attached cable assembly is on the left side when viewing from the rear of front panel.
33. Reattach the shaft washer and nut and tighten.
34. Place party line knob onto the shaft. Realign the knob pointer to Party Line 1 and tighten the nut.
35. Reattach the front panel onto the rear assembly. Reconnect the 14-pin interconnect cable assembly located on the right side into the front panel PCBA. Tighten the 4 chassis side screws.
36. Reinstall the unit into the wall enclosure.
37. Test the station to ensure that the knob pointer is correctly positioned. Turn the switch to party line 1 and attempt to communicate with another station that has party line 1 selected. If communication is not possible, rotate the knob pointer until communications are established, then loosen and reposition the knob pointer accordingly.
38. Reinstall the party line switch protective cap on the front of the nut.

Models 701-802, 701-804

***Removal of Old Cord***

1. Remove the 4 screws holding the unit into the enclosure. Remove the unit.
 

 **CAUTION**  The unit may have a ribbon cable attached to the lower side in certain system applications. Disconnect the ribbon cable from the unit, if applicable.
2. Loosen the 4 side screws and slide the front panel away from the rear section. Disconnect the locking 12-pin interconnect cable assembly located on the left side from the front panel PCBA.
3. Remove the tie wraps that secure the cord.
4. Remove the 6 cord wires from the PCBA:
 

Black from E1	White from E2	Red from E3
Green from E4	Blue from one side of E6	Yellow from E7
5. Remove the handset cord fastener clip located on the back side of the front panel. The fastener clip secures the bushing and the cord to the front panel.
6. When replacing a thermoplastic elastomer cord, remove the handset cord fastener clip located on the back side of the front panel. The fastener clip secures the bushing and the cord to the front panel.

**THERMOPLASTIC ELASTOMER CORD REPLACEMENT KIT**

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7. At the handset end, unscrew the transmitter cap, lift out the transmitter and disconnect the black and white wires.
8. Unscrew the receiver cap and lift out the receiver. Disconnect the red and green wires from the receiver.
9. Using the Allen wrench, loosen the 2 Allen nuts securing the pressbar. Lift out the plastic pressbar, the metal casing and the 2 pieces of copper.
10. Lift out the rectangular plastic cup and disconnect the yellow and blue wires. Pull the old cord out of the handset.

***Installation of New Cord***

11. Feed the red and green wires through the transmitter end of the handset, through the center of the handset to the receiver end. Secure the red and green wires to the receiver.
12. Place the receiver into its location. Tighten the receiver cap.
13. Feed the yellow and blue wires through the handset pressbar area.
14. Secure the yellow and blue wires to the terminals in the plastic cup. Place the plastic cup in the handset.
15. Refer to Figure 1. Place the copper piece with the rubber center in first, with the solid rubber side outward.
16. Place the other copper piece so that the bend faces outward.
17. Place the plastic piece so that that GAI-Tronics logo side is facing outward. Place the metal bracket on top and tighten the Allen screws.
18. Attach the black and white wires to the transmitter.
19. Place the transmitter into its location, making sure that the cord guide snaps firmly onto the cord to secure it. Tighten the transmitter cap.
20. Feed the other end of the cord through the front panel.
21. Use the *new* handset cord fastener clip to secure the bushing and the cord to the rear of the front panel.
22. Reconnect the 6 cord wires to the PCBA:

Black to E1	White to E2	Red to E3
Green to E4	Blue to one side of E6	Yellow to E7
23. Secure the cord and adjacent wires by bundling and tie wrapping the excess wire length. Ensure that the cord is directed *away* from the power supply PCBA.
24. Slide the front panel into the rear section. Reconnect the locking 12-pin interconnect cable assembly located on the left side into the front panel PCBA. Tighten the 4 side screws.
25. Reinstall the unit into the wall enclosure. Note: Reconnect the enclosure's ribbon cable to the lower side of unit, if applicable.

Model 12576-215

### ***Removal of Old Cord***

1. Disconnect the power connector from the rear of the subset.
2. Remove the 2 screws from the rear and the 2 screws from the bottom of subset.
3. Remove the 6 cord wires from the PCBA located under the handset.
 

Blue from E1	Yellow from E2	White from E5
Black from E6	Green from E7	Red from E8
4. Remove the handset cord fastener clip located on the left side of the bottom assembly.
5. When replacing a thermoplastic elastomer cord, remove the handset cord fastener clip located on the back side of the front panel. The fastener clip secures the bushing and the cord to the front panel.
6. At the handset end, unscrew the transmitter cap, lift out the transmitter and disconnect the black and white wires.
7. Unscrew the receiver cap and lift out the receiver. Disconnect the red and green wires from the receiver.
8. Using the Allen wrench, loosen the 2 Allen nuts securing the pressbar. Lift out the plastic pressbar, the metal casing and the 2 pieces of copper.
9. Lift out the rectangular plastic cup and disconnect the yellow and blue wires. Pull the old cord out of the handset.

### ***Installation of New Cord***

10. Feed the red and green wires through the transmitter end of the handset, through the center of the handset to the receiver end. Secure the red and green wires to the receiver.
11. Place the receiver into its location. Tighten the receiver cap.
12. Feed the yellow and blue wires through the handset pressbar area.
13. Secure the yellow and blue wires to the terminals in the plastic cup. Place the plastic cup in the handset.
14. Refer to Figure 1. Place the copper piece with the rubber center in first, with the solid rubber side outward.
15. Place the other copper piece so that the bend faces outward.
16. Place the plastic piece so that that GAI-Tronics logo side is facing outward. Place the metal bracket on top and tighten the Allen screws.
17. Attach the black and white wires to the transmitter.
18. Place the transmitter into its location, making sure that the cord guide snaps firmly onto the cord to secure it. Tighten the transmitter cap.
19. Feed the other end of the cord through the panel from the side of the subset.
20. Use the new handset cord fastener clip to secure the bushing and the cord to the left side of the bottom assembly.
21. Reconnect the 6 cord wires to the PCBA located under the handset:
 

Blue to E1	Yellow to E2	White to E5
Black to E6	Green to E7	Red to E8
22. Reassemble the top and bottom halves of the subset together. Tighten the 4 screws.
23. Reconnect the power connector to the rear of the subset.

# Warranty

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Equipment. GAI-Tronics warrants for a period of one (1) year from the date of shipment, that any GAI-Tronics equipment supplied hereunder shall be free of defects in material and workmanship, shall comply with the then-current product specifications and product literature, and if applicable, shall be fit for the purpose specified in the agreed-upon quotation or proposal document. If (a) Seller's goods prove to be defective in workmanship and/or material under normal and proper usage, or unfit for the purpose specified and agreed upon, and (b) Buyer's claim is made within the warranty period set forth above, Buyer may return such goods to GAI-Tronics' nearest depot repair facility, freight prepaid, at which time they will be repaired or replaced, at Seller's option, without charge to Buyer. Repair or replacement shall be Buyer's sole and exclusive remedy. The warranty period on any repaired or replacement equipment shall be the greater of the ninety (90) day repair warranty or one (1) year from the date the original equipment was shipped. In no event shall GAI-Tronics warranty obligations with respect to equipment exceed 100% of the total cost of the equipment supplied hereunder. Buyer may also be entitled to the manufacturer's warranty on any third-party goods supplied by GAI-Tronics hereunder. The applicability of any such third-party warranty will be determined by GAI-Tronics.

Services. Any services GAI-Tronics provides hereunder, whether directly or through subcontractors, shall be performed in accordance with the standard of care with which such services are normally provided in the industry. If the services fail to meet the applicable industry standard, GAI-Tronics will re-perform such services at no cost to buyer to correct said deficiency to Company's satisfaction provided any and all issues are identified prior to the demobilization of the Contractor's personnel from the work site. Re-performance of services shall be Buyer's sole and exclusive remedy, and in no event shall GAI-Tronics warranty obligations with respect to services exceed 100% of the total cost of the services provided hereunder.

Warranty Periods. Every claim by Buyer alleging a defect in the goods and/or services provided hereunder shall be deemed waived unless such claim is made in writing within the applicable warranty periods as set forth above. Provided, however, that if the defect complained of is latent and not discoverable within the above warranty periods, every claim arising on account of such latent defect shall be deemed waived unless it is made in writing within a reasonable time after such latent defect is or should have been discovered by Buyer.

Limitations / Exclusions. The warranties herein shall not apply to, and GAI-Tronics shall not be responsible for, any damage to the goods or failure of the services supplied hereunder, to the extent caused by Buyer's neglect, failure to follow operational and maintenance procedures provided with the equipment, or the use of technicians not specifically authorized by GAI-Tronics to maintain or service the equipment. **THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE IN LIEU OF AND EXCLUDE ALL OTHER WARRANTIES AND REMEDIES, WHETHER EXPRESS OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

## Return Policy

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If the equipment requires service, contact your Regional Service Center for a return authorization number (RA#). Equipment should be shipped prepaid to GAI-Tronics with a return authorization number and a purchase order number. If the equipment is under warranty, repairs or a replacement will be made in accordance with the warranty policy set forth above. Please include a written explanation of all defects to assist our technicians in their troubleshooting efforts.

Call 800-492-1212 (inside the USA) or 610-777-1374 (outside the USA) for help identifying the Regional Service Center closest to you.