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## Centrifuge Service Program

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To initiate service of a Drucker product, please contact our customer service department by telephone or email. Our customer service department will provide a Return Goods Authorization (RGA) number and instructions to return products to our depot service center.

**NOTE:** Approval is required before the item is to be returned to Drucker's approved servicing center. All returns must include the RGA number and be accompanied by the Certificate of Decontamination. If the product is not accompanied by the Certificate of Decontamination, fees will apply. The product should be returned using only approved packaging material and methods. Drucker Diagnostics is not responsible for any damage to product or packaging that may occur during transport. Please **DO NOT** ship products containing visible blood spills or broken glass. Shipments returned to Drucker which contain blood spills or broken glass may be refused and returned to the original shipper.

**Drucker Contact Details:**

Drucker Customer Service  
Email: [customerservice@DruckerDiagnostics.com](mailto:customerservice@DruckerDiagnostics.com)  
Tel: 1 (814) 692-7661

**Drucker's Return Address:**

Drucker Diagnostics  
c/o Service Department  
200 Shady Lane  
Philipsburg, PA 16866

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### Service for Products Covered Under Warranty:

All returned products covered under warranty will be repaired and returned to sender within ten (10) business days from receipt at the Drucker service center. The serviced product will continue to carry the original warranty. For all products covered under Drucker's original or extended warranty, the following benefits and services shall apply:

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|---|----------|
| • All Parts & Labor   | Included |
| • Decontamination ( <i>if Cert. of Decontamination is missing</i> ) | \$50.00  |
| • Calibration ( <i>RPM &amp; Time</i> )                             | \$50.00  |

Warranty extensions are available at the time of original purchase of any centrifuge. Please include the following ordering details in the original purchase order.

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| • Horizon & 600 Series: 1 Year Warranty Extension, #03-0-0007-0001 | \$100.00 |
| • Horizon & 600 Series: 2 Year Warranty Extension, #03-0-0007-0002 | \$200.00 |
| • Horizon & 600 Series: 3 Year Warranty Extension, #03-0-0007-0006 | \$300.00 |
| • Dash Series: 1 Year Warranty Extension, #03-0-0007-0003          | \$200.00 |
| • Dash Series: 2 Year Warranty Extension, #03-0-0007-0004          | \$400.00 |
| • Dash Series: 3 Year Warranty Extension, #03-0-0007-0005          | \$600.00 |
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### Service for Products Not Covered Under Warranty:

Products which are no longer covered under Drucker's original limited warranty and require service must be returned to the Drucker service center. All returned products will be properly serviced by

168 Bradford Drive, Port Matilda, PA 16870  
Tel: 814.692.7661 Fax: 814.692.7662  
Email: [customerservice@druckerdiagnostics.com](mailto:customerservice@druckerdiagnostics.com)

Form No. 659 Rev. D



Drucker according to the manufacturer's recommendations. These returned products will be serviced and returned to sender within fifteen (15) business days from receipt at the Drucker service center. All refurbished products will carry a 180-day extended limited warranty.

For all products not covered under Drucker's original and extended warranty, the following benefits and services shall apply:

- *Decontamination (if Cert. of Decontamination is missing)* \$50.00
- *Recycling Service* \$100.00
- *Calibration (RPM & Time)* \$50.00
- *614 Series Refurbishment* \$150.00
- *642 Series Refurbishment* \$325.00
- *700 & 800 Series Refurbishment* \$750.00
- *Horizon 6 Series Refurbishment* \$400.00
- *Horizon 12 & 24 Refurbishment* \$550.00
- *Dash Apex 6 Series Refurbishment* \$650.00
- *Dash Apex 12 & 24 Series Refurbishment* \$750.00
- *Dash Flex 12 Series Refurbishment* \$750.00

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## Shipping:

For all products covered under Drucker's Original or Extended Warranty:

For the continental USA, during the first three (3) months of the original warranty period Drucker Diagnostics will cover freight expenses to ship centrifuge products covered under warranty both to and from Drucker's approved servicing center. After the first three (3) months of the original warranty period, the customer is responsible for in-bound freight charges while Drucker Diagnostics is responsible for out-bound freight charges to return product to the customer. All instruments ship ground unless the customer covers costs for expedited shipping. Drucker Diagnostics is not responsible for any delays occurring during transport of the Product.

For international product returns, please contact your local distributor to confirm warranty details and return instructions.

For all products which are not covered under Drucker's Original or Extended Warranty:

The customer is responsible for all shipping expenses to ship products to and from Drucker's approved servicing center.

Loaner Units:

A limited number of loaner units are available upon request. The customer is responsible for a shipping and handling fee when requesting loaner centrifuges. Details of the Extended Warranty program and loaner units are available by contacting Drucker Diagnostics directly.

You may find our warranty, terms and conditions located on the Drucker website: <https://druckerdiagnostics.com/drucker-diagnostics-warranties/>