

Kestrel Inspection and Testing Service

Frequency: It's recommended to have meters inspected and tested every 12 - 18 months.

Kestrel Verification service \$190.00 inc GST (\$172.73 ex GST) Includes:

Inspection:

Checking meter condition,
replacing impeller with a new
calibrated one,
and replacing lithium battery.

Testing:

Conducting various tests using
instruments calibrated to industry
standards:
Temperature Test
Humidity Test

The results are documented in a verification report provided to the customer.
All serviced Kestrel units will include a QR code sticker linking to their current
verification certificate.

Kestrel instruments come with a 5 year warranty. If any test fails, the unit
may not be able to be recalibrated or repairable. Available options include:
Warranty replacement (if within the 5-year warranty period).
Purchase of a new replacement unit.

Returning Your Kestrel Unit for Service

To arrange service for your Kestrel unit, please follow the steps below:

- ✉ Requesting a Quote: If you need a formal quote, contact our sales team at sales@pacdatasys.com.au. Please specify the number of units being returned and whether you require return freight or plan to drop off/pick up from our office.
- 📄 Complete the RGA Form: Before sending your units, fill out our Returned Goods Authorisation (RGA) form to ensure we have all necessary details upon arrival:
<https://www.pacdatasys.com.au/returned-goods-authorisation-rga-form/>
- 💳 Payment & Purchase Orders: Once your units are received and serviced, we'll request a purchase order (if not already provided) or payment if you do not hold an account with us.
- 📦 Dispatch & Collection: After finalisation, your units will be dispatched or confirmed ready for collection.

For further assistance, please reach out to our sales department.

email: sales@pacdatasys.com.au call: +617 3361 2000