

MicroAire® Repair

MICROAIRE®
For Surgery. For Life.™

1. If you are in need of any repairs for your MicroAire Power Equipment please call MWI Animal Health at 1.877.266.3349, and choose option #2 for a Securos Technical Support representative.
2. Securos will provide a Return Authorization (RMA#) to ship the item needing repair directly to MicroAire.
Please be prepared with:
 - MicroAire Part Number
 - Serial Number
 - Customer name, phone and MWI account #
 - For non-warranty repairs – see below

Any item needing repairs outside of the warranty coverage will receive an itemized quote after the instrument is opened and evaluated. There is an evaluation charge of \$100 that would be rolled into the cost of the repair. Once the itemized quote is provided by Securos, it will need to be approved before repairs are made. If it is decided not to proceed with the repair, the \$100 charge is applied and the instrument is returned in post-evaluation state (disassembled).

3. Please ship the item needing repair directly to MicroAire with the RMA# provided by Securos on the packaging.

MicroAire Surgical Instruments, LLC.
RMA# _____
3590 Grand Forks Boulevard
Charlottesville, Virginia 22911

All instruments returned for repairs must be cleaned and sterilized prior to return. Please ship items needing repair in appropriate shipping containers. The customer is responsible for all shipments until they reach MicroAire. Insurance is recommended and is the customer's responsibility. Applicable freight charges are also the customer's responsibility.

4. Repair charges will be applied to your MWI Animal Health account.
5. All repaired items will be returned to you directly from MicroAire.



MicroAire® Warranty

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MicroAire powered surgical instruments are warranted to be free from defects in material and workmanship to the original purchaser for a period of one year from the date of purchase. Exceptions include ECTR scopes, which are warranted up to three months after purchase date. Warranty is limited to repair or replacement (at the discretion of the manufacturer) of the product without charge.

MicroAire reserves the right to void the manufacturer's warranty in the event of abuse, misuse, disassembly, alteration, neglect, unauthorized repair, non-recommended usage and/or non-compliance per the Operating Instructions furnished by MicroAire. All other expressed or implied warranties are excluded and MicroAire shall have no liability of any kind for incidental or consequential damages.

Extended Warranty:

Extended warranty plans provide comprehensive protection for new or used MicroAire instruments and all components after the standard manufacturer's warranty expires.



Securos Surgical sold exclusively through MWI Animal Health

☎ 800.824.3703

☎ Service Support: 877.266.3349

🌐 mwiah.com

🌐 securos.com

We build *our* work around the way *you* work.