

## HM Digital Warranty Service – Reference Guide

Please use the following handy flow chart to help customers troubleshoot problems or determine if a product should be sent back to HM Digital for warranty service.



COM-80/PH-80: 1 year  
 COM-100/PH-200: 1 year  
 TDS-3/EC-3: 3 years  
 AP-1/AP-2: 1 year  
 TDS-EZ: 2 years

**Common user damage:**



- Broken/scratched pH sensor
- Dried out sensor
- Damaged button panel
- Rust
- Excessive dirt or wear

*Handheld meters are not designed for continuous submersion, even if waterproof! And remember, a pH sensor needs to be stored in a special pH electrode storage solution.*

*To determine the age of a PH-200 or COM-100 (without a purchase receipt)*



Letter = year starting with 2001 (A) (example: J is the 10th letter in alphabet, so J=2010) / number = month). HM-0J-09=Sept, 2010.  
 The warranty is void if the current date is past 20 months from sensor production date.

