



Para-Sport, S.A.

Arenal, 2
28223 Pozuelo de Alarcón
Madrid – SPAIN

Tel.: +34-917-154.941 Móvil: +34-639-167.777 Fax: +34-911-877.118
info@para-sport.es - www.para-sport.com

LB Altimeters Warranty and Maintenance Policy

If you have an LB Altimeter in need of service and are located in Europe, then you have come to the right place. If you are located outside of Europe, then please contact the LB Service Center located in USA: www.lbserviceUS.com

The following models are no longer serviceable: (Please do not send these in)

- Original VISO, OPTIMA and SOLO
- Original ProTrack
- Original Dytter and ProDytter
- ALTITRACK with firmware below 1.07. (Firmware version is shown on the LCD on the back of the unit when powering up)

Models that ARE serviceable: (Read the Warranty Policy)

- VISO II+, OPTIMA II, SOLO II, QUATTRO
- PROTRACK II
- STELLA
- ARES II
- ALTITRACK with firmware version 1.07 or higher. (Firmware version is shown on the LCD on the back of the unit when powering up)

Old VISO2 & ARES NOTICE: Case and battery replacements are provided for a charge of 30 €, but beyond that the VISO2 and ARES are no longer serviceables.

Warranty Policy:

All LB Altimeters are covered under a 2-year manufacturer's warranty. To receive the warranty repair or replacement, a Proof of Purchase (POP) must be provided showing that the altimeter was purchased within the past 2 years. Once we receive the altimeter with POP, it will be repaired/replaced and returned at no cost to the customer. Water damage on non-waterproof models and negligent use will void the warranty.

Be advised that in case of malfunctioning of the printed circuit board beyond the two years of warranty, that will mean that the unit must be disposed of, as these units very rarely may have a repair in the printed circuit board.



ISO 9001

Maintenance pricing		
Service	<u>WARRANTY</u> DOM<2 yr (with PoP)	<u>NON-WARRANTY</u> 2 yr. < DOM (or no PoP)
Repair	0 €	50 €

The repair consists in all what can be repaired in the unit: plastic case, batteries and LCD (LCD not available for Viso2).

The maintenance fee includes the shipping back to customers (only within the European Union) and Spanish VAT (21%). If you are a business in the EU with valid VAT number, then VAT will be deducted.



In order to know the date of manufacture, open the battery port and look inside. You will find four digits indicating the week and year of manufacture.

Stella, Ares-II and Altitracks must be sent to DENMARK for maintenance. In the case of Altitracks, only if firmware is 1.07 or higher, as said before.

However, in the case of Altitracks, please inform us in advance of the problem you have, as perhaps it may be serviced in Spain.

The shipping addresses are the following:

DENMARK:

Larsen&Brusgaard
Ledreborg Alle, 28
4000 Roskilde
DINAMARCA

SPAIN:

Para-Sport, S.A.
c/o Mail Boxes, Inc.
Camilo José Cela, 8
28232 Las Rozas de Madrid
Madrid - SPAIN
Tel.:.....+34 639167777
e-Mail:.....serviceEU@LBaltimeters.com

Please, remember to include your legible and complete shipping address and your phone contact number for carrier.

VERY IMPORTANT: If shipment is being made from outside of the European Union, please include a commercial invoice for low amount (i.e. 5€), stating that it is “returned unit for

maintenance without commercial value for customs purposes". **This invoice must be located OUTSIDE of the envelope, so it may be easily reached by customs agents.** If you do not know how to prepare that invoice, please send us a message with your complete shipping address and we will send it back to you ready to print. Anyway, do not make your shipment without this invoice. Otherwise, you run a great risk of shipment being rejected once in Spain.

If necessary to pay the maintenance fee, it can be done by mean of our website (<https://www.para-sport.com/categoria-producto/servicios/>), but do not make any payment until your unit has arrived to us and we have been able to diagnose the problem and the procedure to solve it.

Kind regards.

Miguel A. Garcia

Para-Sport, S.A. **(In behalf of Larsen&Brusgaard)**

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E-mail: serviceEU@LBaltimeters.com

A large, stylized logo for ALTIMETERS. It features a large, light blue letter 'A' with a white outline, set against a grey background. Below the 'A' is the word "ALTIMETERS" in a bold, grey, sans-serif font.