



Para-Sport, S.A.

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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 50 €, 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.

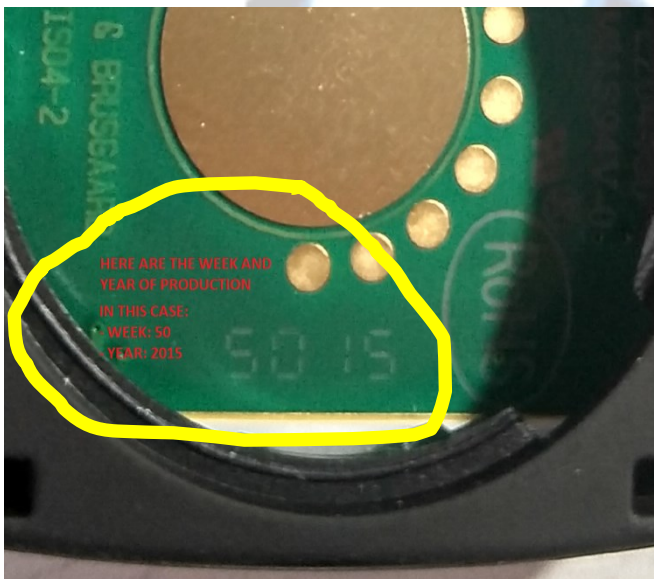
Be advised that in case of malfunctioning of the printed circuit board beyond the two years of warranty, that will mean that the unit must be disposed of, as these units very rarely may have a repair in the printed circuit board.



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 for Viso2 only available from time to time).

The maintenance fee includes the shipping back to customers 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:

<u>DENMARK:</u>	<u>SPAIN</u>	
	<u>By Courier</u>	<u>By Mail Post Service</u>
Larsen&Brusgaard Ledreborg Alle, 28 4000 Roskilde DINAMARCA	Para-Sport, S.A. Camilo José Cela, 8 (MAIL BOXES) 28232 Las Rozas de Madrid Madrid - SPAIN	Para-Sport, S.A. P.O.Box 1008 28224 Pozuelo de Alarcon Madrid – SPAIN
E-Mail: info@lbaltimeters.com	Tel.:+34 639167777 e-Mail:serviceeu@lbaltimeters.com	

VERY IMPORTANT: Please pay attention to the following tips:

- Please, do not send any box. Just wrap the unit with some bubble film and put it in an cushioned envelope.
- Please, remember to include your legible and complete shipping address, your email and your phone contact number for carrier. If you have crossed any prior message with us regarding the problem, then include a copy of the messages as a reference.
- You are free to use any method for shipping, but you may use the registered mail post service. You will have a tracking number and it is very affordable in price.
- If shipment is being made from outside of the European Union, you will have to make a customs declaration of value. Please do it for a low amount (i.e. 5€), stating that it is “returned unit for repair”. If declaring a high value, we will be asked here to pay high import taxes and, in such case, we will be forced to reject the shipment. We will have to pay taxes, anyway, but if you declare such low value, the taxes will be affordable.

Once the unit has been received here, we will contact you by email with an explanation and the next procedure. If necessary to pay the maintenance fee, we will tell you and it can be done by mean of our website (<https://www.para-sport.com/categoria-producto/servicios/>).

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.

Do not hesitate to contact us for further information if necessary.

Kind regards.

Miguel A. Garcia

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

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