

# Thermocouple Instrument and Probe Warranty Program



Atkins' Thermocouple Instruments and Probes are covered by the industry's leading Warranty program. This Warranty program, combined with Cooper-Atkins' 128+ years of equipment experience, assures your instrument will provide many years of reliable service as it is specifically designed to withstand the rigors of a foodservice or industrial application.

The quality, features and benefits built into your Atkins Thermocouple Instruments and Probes offer you the protection of knowing a critical piece of your food safety plan is highly reliable and guaranteed.

When you purchase from Cooper-Atkins, you are receiving the highest quality products available and the best overall value for your investment. Each probe is designed by Cooper-Atkins engineers, manufactured in our U.S. facility and built with high-temperature, abrasion-resistant cables. Probes are designed and built to the highest standards allowing for probe interchangeability with minimal impact on total system accuracy.



# THERMOCOUPLE WARRANTY

**Your Thermocouple Instrument has a 5-year warranty against manufacturing or material defect.**

For the AquaTuff™ Instruments you can identify the date of manufacture by the serial number located on the back of all models. For the EconoTemp™ models, the serial number is located inside the battery compartment.

Your Thermocouple Instrument has a 9-digit code, followed by the model number. The first two digits represent the month of manufacture, the second two digits represent the day of manufacture, and the third two digits are the year of manufacture.



The AquaTuff Thermocouple Instrument above, serial number 011612049-35100-K, was manufactured on January 16, 2012.



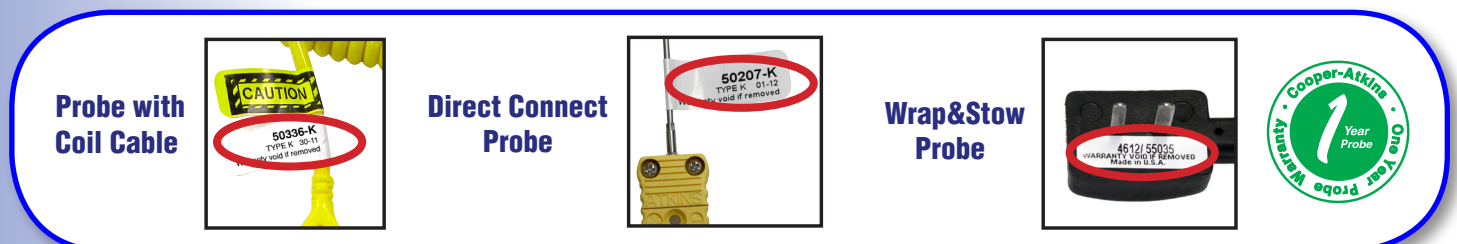
The EconoTemp Thermocouple Instrument above, serial number 011011020-32311-K, the date of manufacture was January 2011.

# PROBE WARRANTY

**Your Thermocouple Probe has a 1-year warranty against manufacturing or material defect.**

You can identify when your probe was manufactured by the 4-digit serial number. On the coiled retractable cable probes and the direct connect probes, the serial number is located on the label fastened just above the mini-connector. On the Wrap&Stow™ probes, the serial number is located on the underside of the connector below the 2 insertion pins.

The first two digits represent the week of the year of manufacture and the second two digits represent the year of manufacture. (For example: serial number 4612 was manufactured in the 46th week of 2012.)



# TROUBLESHOOTING

If your Thermocouple Instrument does not appear to be working properly, refer to the Troubleshooting Guide on the back page to isolate the reason(s) or watch the troubleshooting videos at: [www.cooper-atkins.com/products/videos](http://www.cooper-atkins.com/products/videos). If the problem persists and is not resolved using the steps in the Troubleshooting Guide, please call our **Instrument Repair / Warranty Department**.

## Cooper-Atkins Instrument Repair / Warranty Department

When you call our Instrument Repair / Warranty Department, a knowledgeable representative will attempt to resolve the problem, and if unable to do so over the telephone, they will ask you to return the Thermocouple Instrument or Probe to us. In this case:

- you will be given a Return Goods Authorization (RGA) number.
- you will be asked to send the instrument or probe to our Middlefield, Connecticut facility (prepaid) for evaluation.
- if the unit is under warranty we will repair or replace it free of charge and ship it back to you.
- if the unit is not under warranty we will contact you with further information.

## REPAIR / REPLACEMENT

If the problem is covered under our warranty terms, the Thermocouple Instrument or Probe will be repaired / replaced in 3 -5 business days and returned to you. If the problem is clearly isolated as a Probe issue, and the Probe was manufactured within the past 12 months, you will have the opportunity to order a replacement probe free of charge.

If the problem is not covered by our warranty terms, the Cooper-Atkins Instrument Repair / Warranty Department will call you within 3-5 days of receipt of your instrument or probe to offer the option of repair at the repair price, or ordering a new unit at a discounted price. Based upon your approval, Cooper-Atkins will ship the repaired or replacement instruments and / or probes to you.

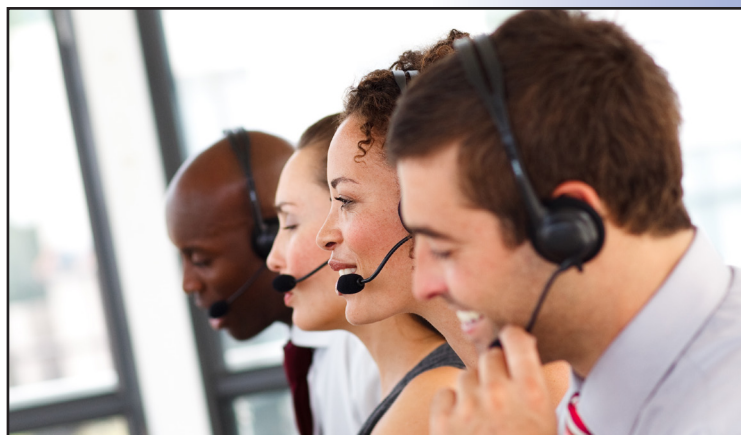
### Instrument Repair / Warranty Department:

**Telephone: (800) 835-5011 or (860) 347-2256  
Option 2 for Warranty & Repair**

**Email: [techsupport@cooper-atkins.com](mailto:techsupport@cooper-atkins.com)**

### Return Address:

Cooper-Atkins Corporation  
ATTN: Returns Department  
33 Reeds Gap Road  
Middlefield, CT 06455-0450 U.S.A.



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# Thermocouple Instrument Troubleshooting Guide

Follow these steps to troubleshoot your thermocouple issue

