

ALERT PRO Service Schedule

Realtime Airborne Asbestos Monitor & Alarm

IMPORTANT INFORMATION

1. **Frequency:** Annual requirement to maintain normal functionality & warranty.
2. **Notifications:** On-screen warnings will advise of next service date at start-up.
3. **Out of Service:** units will display a “Service Overdue” message & will not operate in Sampling Mode.
4. **Cost:** Please contact us for quote in line with agreements & quantity
5. **Servicing:** Only to be undertaken by qualified Engineer at Alert’s HO unless advised otherwise.
6. **Shipping:** Export customer units are returned by cheapest air service unless requested otherwise
7. **Courier:** Use reputable, insured courier service with tracking and Proof of Delivery (PoD).
8. **Leadtime:** 10 working days on receipt of unit, plus delivery time
9. **PLEASE FOLLOW THE RETURNS PROCESS BELOW**

RETURNS PROCESS

1. BOOK SERVICE:

- Go to <https://support.alertpro.tech/> & raise a “Product service” ticket

2. A returns pack containing Polythene bag, seal & returns label will be sent to you

3. CLEAN YOUR UNIT:

- Before opening the lid, using tac rags, wipes or H-Vac thoroughly clean external casing of ALERT until unit is visibly clear of all debris, dirt, dust and other contaminants
- DO NOT submerge ALERT in water or allow water ingress directly into the air sampling inlet
- For guidance on cleaning – refer to the HSE’s [em4 guidance](#) on ‘Class H Vacuum Cleaners’ & read ‘Emptying & Cleaning’ section

4. BAG:

- Dry unit following clean & pack into clear polythene bag, sealing securely

5. CERTIFICATE OF CLEANLINESS:

- Complete & email the ‘Certificate of Cleanliness’ for the ALERT unit (see below)

6. BOX:

- Pack the cleaned, bagged ALERT in suitable, CLEAN sturdy cardboard box with and sufficient packaging to prevent damage in transit. Include a copy of the certificate of cleanliness. Do not include the battery or the charger, you should keep these

7. RETURN:

- Send to ALERT **Service Department**, Alert Technology Ltd, Loribon House, Aspen Way, Yalberton Industrial Estate, Paignton, Devon, UK, TQ4 7QR

8. CONFIRM:

- Send email confirmation of despatch date, courier used & tracking number to ALERT Service Team servicing@asbestos-alert.com (or add to your servicing ticket)

Included in a standard ALERT Service: -

(Carried out by a qualified Engineer from Alert Technology)



1. Internal case clean - metal top plate & underside of the lid.
2. Download of unit data for review (inc: hours used, system messages, system settings)
3. Open & clean the interior of the unit (under metal top plate).
4. Run standardised tests on unit. Compare against historic records.
5. Run airflow tests & adjust units as required.
6. Replace pump if necessary.
7. Replace existing HEPA filter & piping to the pump & recalibrate.
8. Upload latest firmware & software.
9. Run final fibre tests on serviced unit.

ALERT – Annual Serviced Parts	Test	Replace	Cost to replace
Pump	Yes	If necessary	Included in Service
HEPA Filter	Yes	Yes	Included in Service
Consumables	N/A	Yes	Included in Service

EXTRA INFORMATION

Upgrades – Some upgrades / or improvements identified by Alert Technology to enhance performance or robustness of the ALERT may be incorporated during service at no additional cost to the customer.

Damage -Any serious damage caused to the ALERT by misuse/ mishandling that requires additional works and/ or replacement of parts (not covered in the annual service package), will be quoted and invoiced separately.

Wear & Tear – During the service assessment, parts not covered by the service that require replacement due to normal wear & tear or damaged will be reported to the customer and quoted for.

Damage in Transit: Returned units received at Alert Technology HO with visible damage will be photographed and shared with the customer for review prior to commencing service works.

PLEASE NOTE: Users should never remove the metal cover plate or try to clean the internal workings of the unit themselves; this should be completed only by a competent, ALERT Technology approved person/s in controlled conditions. The cleaning advice in this document should only be taken as guidance; site, client and or stakeholder specific processes or procedures should take precedent provided they, as a minimum, meet the guidance outset. This guidance does not guarantee the full and complete decontamination of units.

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ALERT PRO – Certificate of Cleanliness

Certificate of Cleanliness – To be used on the return of ALERT products to the manufacturer or distributor for annual service, repair, or off-hire.

This form must be completed prior to the return of potentially contaminated products to the manufacturer. The certificate once completed should be located within the shipping container so that it is immediately identifiable upon opening the container.

Please note that if no **Certificate of Cleanliness** is provided & the required cleaning & packing instructions have not been followed, your unit may be returned at your cost without the service being performed.

Name: _____

Organisation: _____

Date: _____

Declaration:

I _____ declare that the outside of the ALERT PRO unit with Serial No/s _____ has been thoroughly cleaned with all visible debris, dust and other potential contaminants being removed. The ALERT PRO was then safely sealed in the polythene bag and then placed inside the container for shipping, this certificate has been emailed to service@asbestos-alert.com

Signed: _____

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