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<https://rbdinstruments.com/support/repair-services.html>

Loaners and Exchanges FAQ

We can't afford to be down when a unit needs to be repaired. Can you send us the unit for us to use while you repair our unit?

Yes. These are "loaners", and there are two types:

- RBD can send you a loaner to use when you are send your unit to RBD for repair. There is a one-time fee for this type of loaner. It is an additional fee above the repair fee and parts charges.
- RBD can send you a loaner to use so that you're not down. This lets you repair your unit on your own. There is a weekly charge for these types of loaners; there is room for negotiation on ongoing fees if your repair is taking longer than expected.

What happens if RBD or we can't fix our unit, or we just like RBD's more than we like ours?

RBD offers "exchanges". In this case, you pay for the unit as if you were buying a new or refurbished unit from RBD.

Your loaner fee is applied to the charge for the exchange.

However, if RBD was not able to repair your unit, RBD would need to charge you for the new or refurbished unit.