

February 14, 2020

Maintenance Alert Requirement

Product Affected: Hardy Shaker Model HI-803

Symptom of affected units: Once unit is first powered on in 2020, display screen freezes as shown below & pressing "MODE" function is non-responsive:



Note: A frozen display screen can also be a non RTC issue. If fixing the RTC does not resolve the issue, then customer is responsible for the evaluation/repair cost (quote will be provided and customer must approve before repairing the unit).

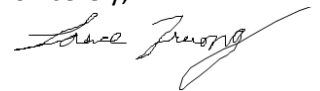
Maintenance/Repair Requirement:

- Replace RTC module – This out of warranty repair will be free and is performed by Metrix in Houston.
- Standard Calibration Cost will apply:
 - o Shaker HI-803 (NIST) = \$1,500.00
 - o Shaker HI-803 (Mil Standard) = \$1,800.00

What to do: Please submit an RMA request at <https://s2.renewityrma.com/metrix.htm> and follow the instructions. We will review, issue RMA # for your return, and provide shipping information.

If you have any questions, please contact Metrix Warranty Department t warranty@metrixvibration.com.

Sincerely,



Lance Truong
Quality Manager