



EMT SERVICE AGREEMENT

The EMT 250 and 251 Digital Reverberators are valuable and sought after but they are large, heavy, highly complex, and difficult to ship safely. Working on one of these is not at all like servicing a rack mount effects unit. They can be very time consuming and costly to repair, and we have strict policies for servicing them. Please read this service agreement carefully. If the terms are accepted please sign below and submit a copy to us, keeping a second copy for your records.

Our basic service package is \$1400 for a 2-channel 250 or 251, and \$1500 for a 4-channel 250 or 251, with a \$1000 advance deposit. The service package includes new axial and radial electrolytic caps in all circuit boards, new ribbon cables, troubleshooting and repair of typical minor problems, and complete calibration. ***We consider these high risk, special category repairs. We charge a slightly higher labor rate for these jobs to compensate for large amount of time we've had to spend documenting EMT units, developing service techniques, and locating obsolete parts.***

After initial servicing is completed the unit is thoroughly tested. About half the serviced units pass this test **A unit failing initial tests almost always has problems in the main digital board, often many problems. About 10-20% of the time, the digital board has major problems and in these cases, additional repairs can be \$1000-\$2000, or more.**

If someone else has made previous attempts to repair the unit, we often find that IC's have been installed improperly or that incorrect IC's have been installed, perhaps causing problems in surrounding circuitry. Since EMT removed the part numbers from most digital board IC's during manufacturing, there is no way to locate incorrect IC's without extensive troubleshooting. In the case of the EMT 251, the display will almost always need to be replaced. (For the 251 we stock replacement color displays and also an upgrade kit that adds the 250 reverb program.)

By requesting service, you commit to the the basic cost of \$1400 for a 2-channel unit or \$1500 for a 4-channel unit. In most cases these models cannot be fully tested until initial servicing is complete. Your EMT may need additional repairs, but generally we can't determine this or estimate additional costs until initial servicing is complete. If additional work is needed we'll contact you with an estimate before proceeding. You may decline further work, but the basic repair charges will still apply. Some components such as fans, switches, and certain IC's are difficult or impossible to source, requiring us to improvise or use substitute parts. In rare cases a repair may be impossible to complete due to physical or environmental damage, or extreme widespread problems.

For local EMT clients we offer a 90 day warranty on parts and labor. For out of town clients no warranty is offered on EMT service, due to shipping expense and the risk of shipping damage. We test units carefully after servicing but if an EMT develops problems after it leaves our premises, all further repair costs and all packing/shipping costs in both directions are the full responsibility of the owner. We are sorry but we can only service the EMT 250 or 251 for out of town clients if these conditions are agreed to in advance by the client.

Out of town clients must be responsible for all packing and shipping arrangements and costs. A 250 or 251 must be packed in a sturdy custom crate or road case prior to shipping. We can recommend qualified shippers, but the customer must contract and pay for all packing and shipping.

Model: [] EMT 250 [] EMT 251 Serial Number:

Please describe the problems with this unit. (If you wish special services, please let us know.):

I agree to the above terms and hereby authorize you to proceed with repair.
