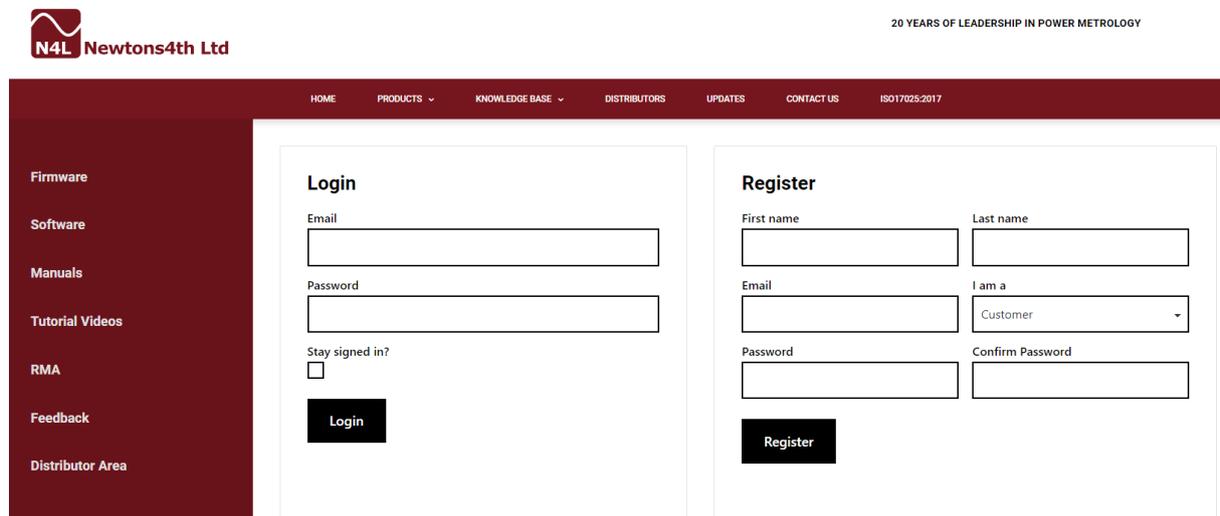


## N4L website update

Over the last few months, we have been making some changes to our website, the most noticeable of which is an update of the [support](#) section, which is a tab visible on the homepage:



After opening the support page, you will be presented with a screen as shown below: -



Although you may have registered on our website in the past, you will need to re-register on this one. Please fill in the right-hand side of the screen and press the button marked register.

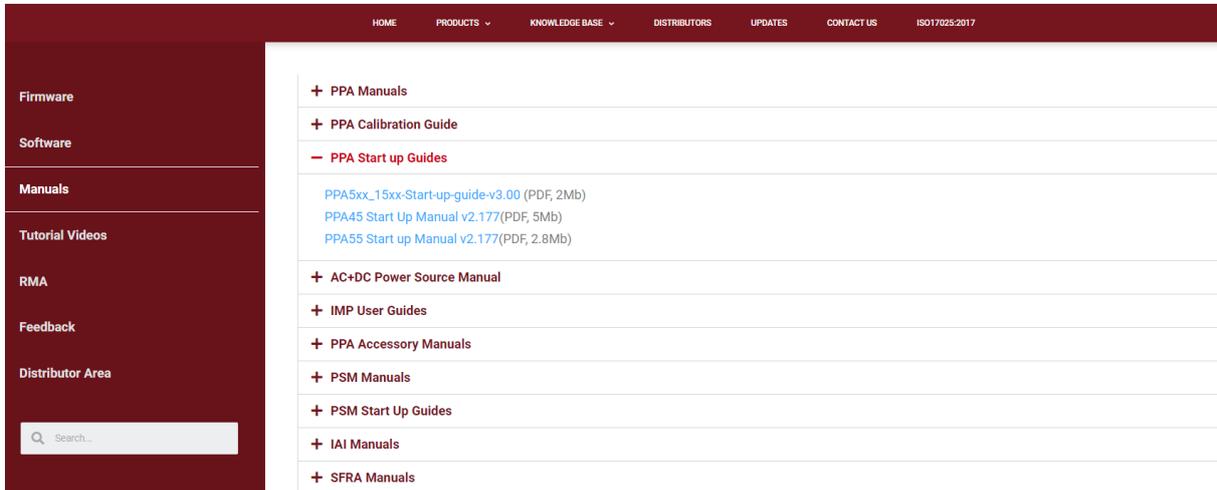
You will receive an email stating that your registration has been received. Within office hours your registration will be authorised promptly, outside of office hours it will be the next working day.

Once you have been authorised you will get another email confirming this and then you will be able to login.

Once you have logged in you will then have access to the menu choices that are shown on the left of the screen shot above.

Each menu choice will open a page as shown below, and each option can then be clicked to reveal the choices to be opened or downloaded.

In this case the user has selected **Manuals > PPA Start up Guides** which reveals start up guides that can be downloaded.



From the RMA tab, users can directly initiate product repair and/or calibration services.

**Repair & Calibration Requests**

If you have a product requiring calibration, that is damaged or developed a fault, please submit an RMA request by completing the form below.  
 \* Denotes a required field

<b>Select Instrument Type *</b>	<b>PSM Model</b>
PSM	PSM1700
<b>Serial No *</b>	<b>Date of Last Calibration</b>
Instrument serial number	DD/MM/YYYY
<b>Email Address *</b>	<b>Phone Number *</b>
Email	Phone
<b>Contact Address *</b>	<b>Customer Address for Certificate</b>
Contact Address	*If different from contact address

PPADatalogger/PSMComm2.etc.

**Calibration required? \***  
 Yes  No

**Repair required? \***  
 Yes  No

**File Upload**

Click or drag files to this area to upload.  
 You can upload up to 10 files.

Please attach any relevant Config files, calibration certificates or other documentation that might be useful.

**Terms and Conditions of Service \***

I have read and agree to the terms of service agreement listed below.

**GENERAL LIABILITIES & CONDITIONS OF REPAIR**

1. The Company hereby warrants that the Products supplied are free from defects in workmanship and/or materials at the time that the risk passes to the Customer and that for a period of three years from such time the Company will repair or replace any affected Product provided always that the Company's liability under this warranty shall be limited to the repair or replacement of affected Products and is conditional upon the Customer

1.1. Nullifying the Company's liability of any such defect and in any event within such period of three years.

**Submit RMA Request**

**Please read before submitting:**

If you have a product requiring calibration, that is damaged or developed a fault, please get in contact with your local distributor or contact us directly using the form.

Please submit a separate request form for each instrument or accessory to be returned. Once we receive the request we will email you back with an RMA number within 24 hours (weekends excepted).

If you contact your distributor they will either issue you with an RMA number or arrange to have your instrument shipped back to us.

**IMPORTANT**

Please do not attempt to ship your instrument(s) back to us without being given an RMA number, as failure to do so may lead to delays and extra duties being paid to return your instrument.

Until now, the RMA process was to telephone our office, or send an email requesting an RMA#.

With the new website, you can obtain an RMA# simply by filling in the form and clicking the red submit button.

All the fields with a red asterisk \* are required fields and must be completed. There is a file upload section so you can send photographs, or results files, calibration reports etc as required.

Once submitted, the RMA# will be supplied within 24 hours along with shipping instructions and the required customs clearance codes if the unit for repair or calibration is being sent back from outside the UK. Please ensure that you do not send any instrument(s) back before using the supplied information to complete your commercial invoice.

From there on the RMA process is completed as normal.

If you have any questions, please email [sales@newtons4th.com](mailto:sales@newtons4th.com)