

QuickLoad Installation Guide



Mack Camelback Suspensions

Welded Drive Brackets

Air-Weigh Customer Support: 888-459-3247

Table of Contents

Scale Overview	1
Overview: Sensor Installation.....	1
Tools Required	2
Installing the Sensor Bracket on the Camelback Suspension ...	3
Preparing the Camelback Suspension.....	3
Welding the Bracket.....	4
Adding a Protective Spray Paint Coating.....	5
Installing the Display and Cables	6
Routing the Sensor Extension Cable.....	6
Preparing the Cab Display for Installation.....	7
Installing the Cab Display.....	7
Deflection Sensor Installation	8
Securing Cables and Reassembling the Dash.....	9
Setting the Sensor A/D Values.....	10
Assembling the Electrical Connector.....	10
Adjusting the A/D Reading.....	11
Final Sensor Torque.....	12
Cover Installation	13
Sensor Configuration Chart	15
Notes	22
Limited Warranty	24
Procedure for Warranty Claims	25

Scale Overview

The Air-Weigh QuickLoad Scale for vocational vehicles with the Mack Camelback suspension includes a dashboard-mounted QuickLoad display, power harness, a deflection sensor with mounting hardware for the Camelback suspension, and sensor cables.

This Installation Guide provides all the instructions needed to install the deflection sensor on the Camelback suspension.

Follow the installing procedures in this guide exactly for the most accurate weighing.

The **User Guide**, included with the scale kit, provides the complete scale calibration and operation procedures.

Overview: Sensor Installation

The following overview steps are to be applied to the Camelback Suspension Sensor Installation:

- Mark the center of the trunnion tube.
- Mount bracket assembly on the trunnion tube.
- Connect the cables
- Route the extension cable through the firewall and connect it to the QuickLoad Scale Sensor Port A.
- Mount the sensor to the bracket.
- Check for sensor readings in range.
- Mount the cover over the sensor and brackets.

Tools Required

The list below contains the tools (customer supplied) to properly install the deflection sensor on the Mack Camelback Suspension.

- Sander/grinder
- 40-grit medium sandpaper
- Chalk or permanent marker
- 22mm combination wrench
- Torque wrench, 20 – 120 ft-lb
- 22mm socket and 3/8-inch socket handle
- Enamel spray paint
- Tape measure
- C clamps
- ARC or MIG welder
- 5/16 socket or flathead screwdriver

Note: Heavy calibration must be done using maximum vehicle loads. See QuickLoad Calibrations and Operations manual, for additional information on calibration.

Cables to the sensor, and any other Air-Weigh wiring, must be separated by a minimum of 12 inches, or properly shielded, from exhaust piping.

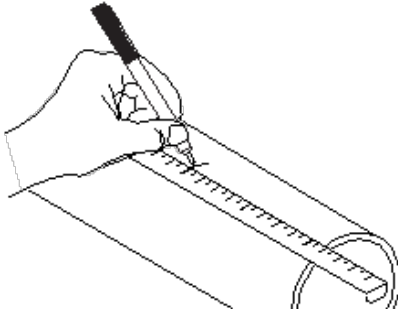
Do not move vehicle until the alignment tool is removed.

Do not calibrate sensor following installation until the sensors have had a break-in period. Break-in periods are dependent on a number of factors, including but not limited to: work environment the scale is subject to; road conditions; vehicle conditions; normal wear and tear. This can cause the break-in period to vary from 100 miles to 800 miles.

Installing the Sensor Bracket on the Camelback Suspension

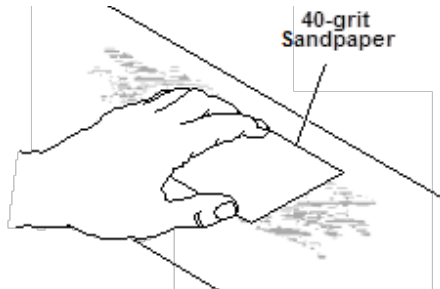
Preparing the Camelback Suspension

Locate and mark the top center of the trunnion tube.



Marking Center of Trunnion Tube

2. Using chalk or permanent marker, mark the top of the trunnion tube $3\text{-}3/8$ in. (85.725mm) on both sides of the center mark. The overall measurement is $6\text{-}3/4$ in. (171.45 mm).
3. Using a grinder or 40-grit medium sandpaper, sand the marked off area until it is free of paint and other residues.

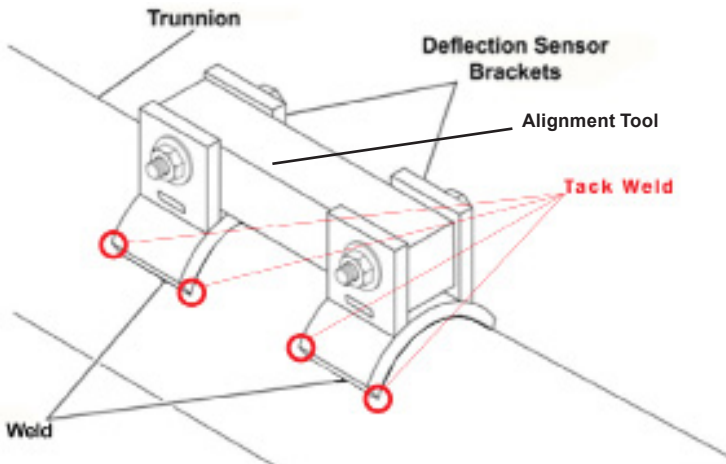


Sanding the Trunnion Tube

4. Clean the sanded area.
5. Re-mark the center of the trunnion tube.

Welding the Bracket

1. Place the mounting bracket assembly on the top center of the trunnion tube. Mark the center on the alignment tool and ensure it lines up with the center mark on the trunnion tube.
2. Use C clamps to hold the bracket in place. Make sure you leave the alignment tool in the bracket assembly while welding.

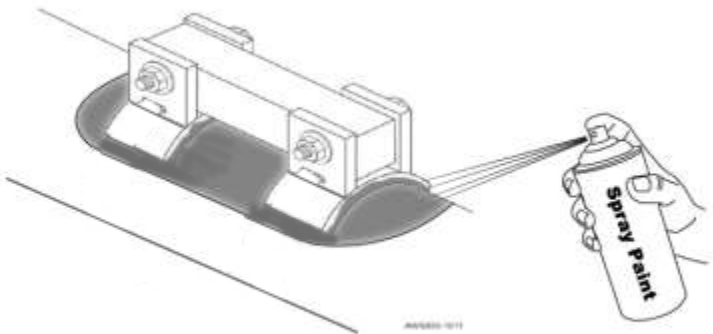


Placing the Brackets on the Trunnion Tube

3. Tack weld all 8 corners of the base of the bracket.
4. Fillet weld a full bead on the edges of each bracket piece.
5. Allow the weld and the bracket to completely cool.

Adding a Protective Spray Paint Coating

1. To prevent the drive axle bracket from delaminating due to corrosion, we recommend you spray paint around the base of the brackets.
2. Using any enamel-based spray paint, paint around the base of the bracket. Paint all bare metal around the bracket completely.
3. Once the paint is dry, we recommend that you paint all exposed metal a second time.



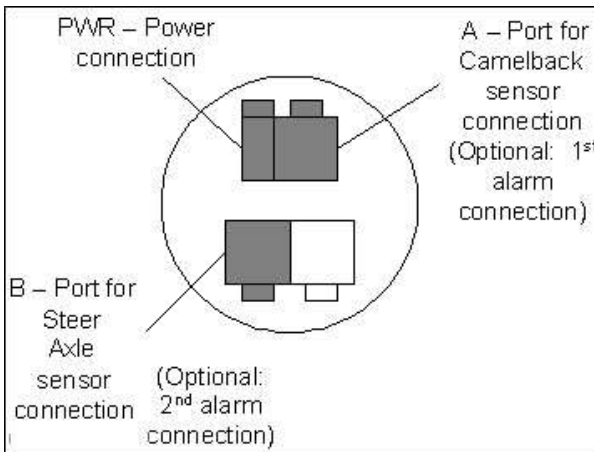
Spray Painting the Bracket

Installing the Display and Cables

Routing the Sensor Extension Cable

1. Starting from where you mounted the bracket, route the drive axle extension cable along the axle and the frame, and then through the cab firewall to where you will install the in-cab display on the dash. If possible, route along an existing wire harness. Be careful to avoid routing along pieces of the frame that may move or cause wiring to rub.
2. The drive axle sensor extension cable will be connected to Sensor Port A on the back of the QuickLoad display once the display is installed.
3. Coil and secure the drive axle extension cable approximately every foot along the frame of the truck using zip ties. Leave the ties loosely attached, as you will tighten them later in the install process.

Note: Keep all cables a minimum of 12” from exhaust piping or properly shield cables.

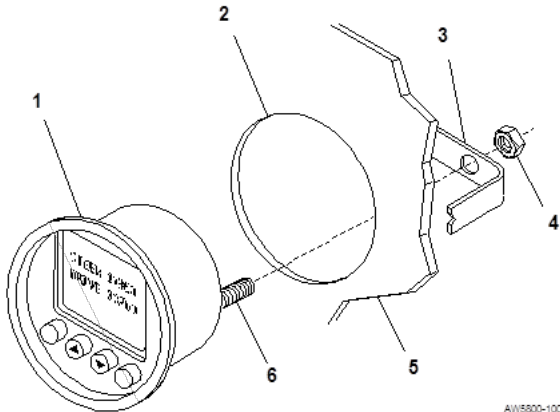


Drive Axle Connections

Preparing the Cab Display for Installation

The Optional Universal Mounting Pod can be used for installations where there is no space in the dash to mount the scale display.

1. Select a location for the display (1) on the dash panel (5) with at least 3" of clearance behind the dash panel (5) for the unit and its connections. A higher dash position provides better visibility.
2. Using a hole saw, cut a 2-1/8" hole (2) in the dash where you will mount the display.
3. Remove the hex nuts (4) from the studs (6) on the back of the display (1) to release the mounting bracket (3).



AW5800-1001

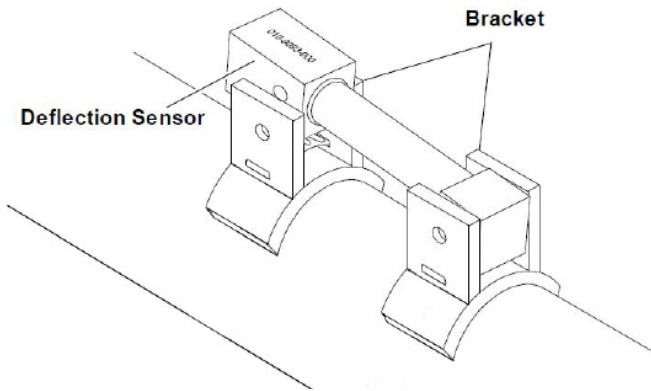
Display Preparation and Installation

Installing the Cab Display

1. Position the display (1) in the hole so that it appears level on the dash.
2. Reinstall the mounting bracket (3) on the back of the display (1) and secure with two nuts (4) on the display studs (6). Tighten the nuts (4) and secure the display (1) to the dash using 6 in-lbs. of torque. Do not over-tighten the mounting bracket nuts (4).
3. Connect the drive axle extension cable to the display in the dash to Port A.

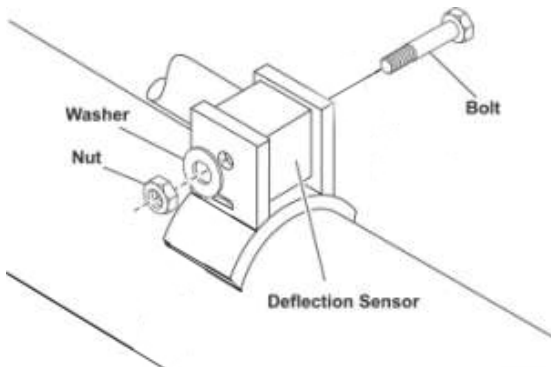
Deflection Sensor Installation

1. Insert the deflection sensor into the brackets with its cable extending toward the side of the vehicle where you routed the sensor extension cable to the firewall. The engraved lettering on the sensor should face up.
2. Align the deflection sensor with the bracket holes.



Inserting the Sensor

3. Slide the bolt through the bracket holes so that the bolthead is secured in the manufactured bolthead holder.



Inserting Bolt and Washers into Sensor and Bracket

Securing Cables and Reassembling the Dash

1. Coil and secure any excess wire using zip ties.
2. Tighten all zip ties and trim.
3. Reassemble the dash assembly after the sensor has been installed and sensor cables are connected. Ensure all connections are tight.

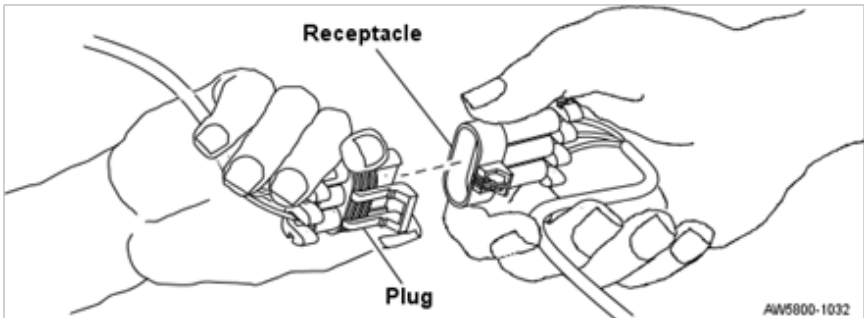
Setting the A/D values

At this point, you have installed all of the QuickLoad system components. You will next adjust the deflection sensor to read weight correctly by setting its A/D values. A/D refers to the analog-to-digital conversion of the sensor reading.

This step will require the use of either the QuickLoad Scale or the Deflection Sensor Test box (P/N 1001). If using the QuickLoad Scale, the scale must be installed and powered, and the Deflection Sensor Extension Cable must be installed.

Assembling the Electrical Connector

1. To assemble the connectors, insert the deflection sensor connector plug into the sensor extension cable connector OR connect to the deflection sensor test box (P/N 1001). Ensure the locking tabs on the connector plug engage completely.



Assembling the Electrical Connector

Note: When tightening the bolts, **ALWAYS** torque the nut, **NOT** the bolt head. The bolt head should be in the bolt head holder, which is built into the bracket.

2. Tighten both nuts and use a torque wrench to torque to 60 ft-lbs.
3. Verify the A/D reading using the display in the cab (start the ignition to power on the display), or the deflection sensor test box. If the reading is within range (750-1250), continue to instructions for the **Final Sensor Torque**. If the reading is not within range, follow the instructions to adjust the A/D readings below.

Adjusting the A/D Reading

If the A/D reading is above 1250, follow these instructions:

1. Loosen the nuts on both ends of the sensor
2. At the plastic nut where the cable enters the sensor, exert **DOWNWARD** pressure with your fingers until the A/D reading is between 750 and 1250. Continue to apply pressure to maintain the desired A/D reading during the torque procedures in step 3.
3. Tighten the nut on the cable end of the sensor and torque to 60 ft/lbs. **Continue to apply pressure with your finger to the plastic nut during torquing in order to maintain the desired A/D reading.** If the A/D readings are still within the 750 to 1250 range after the nuts on both sides of the sensor have been torque to 60 ft/lbs., continue to instructions for the **Final Sensor Torque**.

If the A/D reading is below 750, or there is no A/D reading at all, follow the steps below:

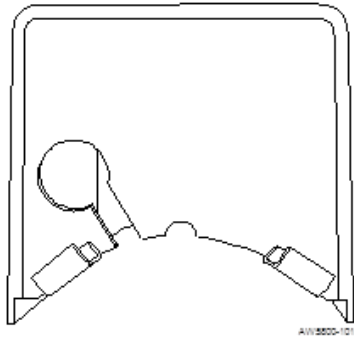
1. Loosen the nuts on both ends of the sensor
2. At the plastic nut where the cable enters the sensor, exert **UPWARD** pressure with your fingers until the A/D reading is between 750 and 1250. Continue to apply pressure to maintain the desired A/D reading during the torque procedures in step 3.
3. Tighten the nut on the cable end of the sensor and torqued to 60 ft/lbs. **Continue to apply pressure with your finger to the plastic nut during torquing in order to maintain the desired A/D reading.** If the A/D readings are still within the 750 to 1250 range after the nuts on both sides of the sensor have been torqued to 60 ft/lbs., continue to instructions for the **Final Sensor Torque.**

Final Sensor Torque

1. Torque both nuts to **120 ft/lbs.**
2. Perform a final check to A/D values using the readings from the in-cab QuickLoad display, not from the A/D Box. If A/D readings are not within range, repeat the **Adjusting the A/D reading steps.**

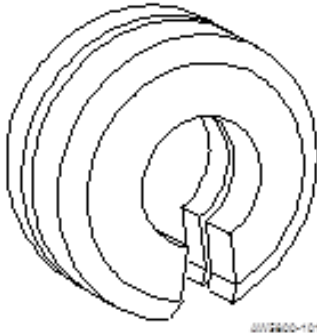
Cover Installation

1. Locate the opening in the end of the cover. The opening is used for the sensor cable to go through.



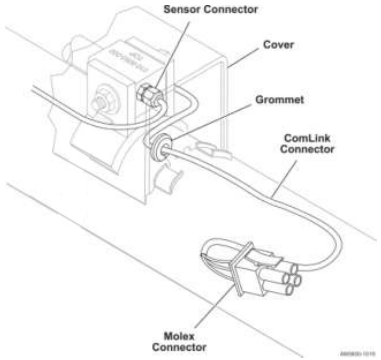
Cable Opening in Cover

2. Cut a notch in the supplied grommet and place it on the sensor cable.



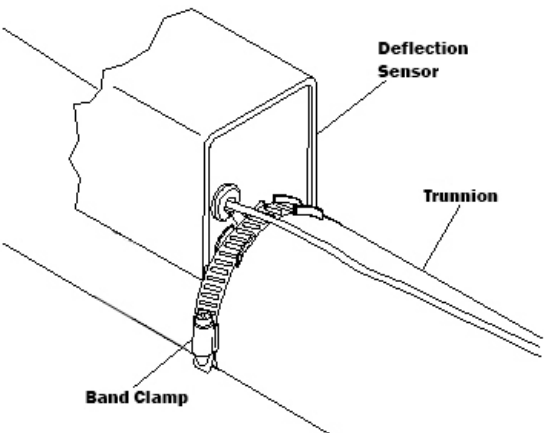
Notching the Grommet

- Slide the sensor cable/grommet combination into the cover hole with the Molex connector of the sensor cable on the outside of the cover and set the Deflection Sensor Cover over the sensor on the trunnion tube.



Placing the Cable and Grommet into Cover

- Slip each band clamp over the flange on the ends of the cover and tighten in place.



Clamping the Cover to the Trunnion Tube

Your Air-Weigh scale installation is now complete.

PARTS REFERENCE

1350	Display Kit, QuickLoad, with mounting hardware, power cable, and user manual
1360	Sensor Kit, QuickLoad, Air Pressure – Single Sensor, Push–In fittings, and 3' Cable
1361	Sensor Kit, QuickLoad, Air Pressure – Dual Sensors, Push–In fittings, 3' Cable, and Y Cable
1380	Alarm Kit, QuickLoad, LED and Cable
1381	Alarm Relay Harness, 12V, 10A
1390	Tractor/Truck Steer Axle Sensor Kit, Deflection Sensor, mounting brackets, 15' sensor cable, installation manual and glue
1391	Tractor/Truck Steer Axle Sensor Kit,, Deflection Sensor, mounting brackets, 15' sensor cable, installation manual, no Glue
1392	Drive Axle Deflection Sensor Kit which includes J Brackets for vehicle with Hendrickson suspensions, 45' sensor cable, mounting hardware and installation manual
1393	Tractor/Truck Steer Axle Sensor Kit, Deflection Sensor, mounting brackets, 25' sensor cable, installation manual, Glue
1395	Tractor/Truck Steer Axle Sensor Kit, Deflection Sensor, mounting brackets, 25' cable, installation manual, no Glue
1397	Mounting Brackets for vehicle with Volvo T Ride drive suspension, deflection sensor, 40' Sensor Cable, and installation manual
1398	Mounting Brackets for vehicle with Mack Camelback drive suspension, deflection sensor and 40' cable, and Installation manual
1650	Display Kit, QuickLoad, with mounting hardware, power cable, and user manual (1350), and Sensor Kit, QuickLoad, Air Pressure – Single Sensor, Push–In fittings, and 3' Cable (1360)

IMPORTANT SENSOR INSTALLATION INSTRUCTIONS

Note: Calculated steer model numbers require the vehicle to have a 5th wheel

Kit Configuration Sensor Assignment			
Number See Kit Part Number for Model Number	Sensor Installed on this Suspension HCV = Height Control Valve DS = Deflection Sensor	Sensor Type AP = Air Pressure Sensors DS = Deflection Sensor HY = Hydraulic Sensor LC = Load Call	ComLink Sensor Cable Input Jack
5800	Drive	AP	Sensor A
	Steer	Calculated	N/A
5801	Drive, Dual HCV's or other dual sensors	AP, AP	Sensor A & B
	Steer	Calculated	N/A
5803	Drive, Hide Steer	AP	Sensor A
5805	Drive	AP	Sensor A
	Steer	AP	Sensor B
5806	Drive, Dual HCV's or other dual sensors	AP, AP	Sensor A & B
	Steer	AP	Sensor C
5807	Drive	AP	Sensor A
	Steer	DS	Sensor B
5808	Drive, Dual HCV's or other dual sensors	AP, AP	Sensor A & B
	Steer	DS	Sensor C
5809	Drive, Hide Steer	LC or HY	Sensor A
5810	Drive, Dual DS's, Hide Steer	DS, DS	Sensor A & B
5814	Drive, Dual HCV's or other dual sensors	DS, DS	Sensor A & B
	Steer	DS	Sensor C
5815	Drive, Dual HCV's or other dual sensors	AP, AP	Sensor A & B
	Steer, Dual HCV's or other dual sensors	AP, AP	Sensor C & D
5816	Drive, Dual HCVs, Hide Steer	AP, AP	Sensor A & B
5817	Drive	DS	Sensor A
	Steer	DS	Sensor B
5818	Drive, Dual DS's or other dual sensors	DS, DS	Sensor A & B
	Steer, Dual HVS's or other dual sensors	AP, AP	Sensor C & D

Number See Kit Part Number for Model Number	Sensor Installed on this Suspension HCV = Height Control Valve	Sensor Type AP = Air Pressure Sensors DS = Deflection Sensor LC = Load Call	ComLink Sensor Cable Input Jack
5820	Drive, Load Cell	LC	Sensor A
	<not used>	N/A	Sensor B
	Steer, Drive DS's	DS, DS	Sensor C & D
5821	Drive	AP	Sensor A
	<not used>	N/A	Sensor B
	Steer, Dual HVS's or other dual sensors	AP, AP	Sensor C & D
5822 DRIV1/ DRIV2	Drive	AP	Sensor A
	Steer	DS	Sensor B
5823 DRIV1/ DRIV2	Drive, Dual HCV's or other dual sensors	AP, AP	Sensor A & B
	Steer	DS	Sensor C
5824	Drive, Dual DS's	DS, DS	Sensor A & B
	Steer	AP	Sensor C
5825	Drive, Dual HCV's or other dual sensors	AP, AP	Sensor A & B
	Steer, Dual DS's	DS, DS	Sensor C & D
5826 DRIV1/ DRIV2	Drive	AP	Sensor A
	Steer	AP	Sensor B
5827 DRIV1/ DRIV2	Drive, Dual HCV's or other dual sensors	AP, AP	Sensor A & B
	Steer	Calculated	N/A
5828	Drive	AP	Sensor A
	<not used>	N/A	Sensor B
	Steer, Dual DS's	DS, DS	Sensor C & D
5829	Drive, Dual DS's	DS, DS	Sensor A & B
	Steer, Dual DS's	DS, DS	Sensor C & D
5830 Truck Payload	Drive	AP	Sensor A
	Steer	HY	Sensor B

Number See Kit Part Number for Model Number	Sensor Installed on this Suspension HCV = Height Control Valve	Sensor Type AP = Air Pressure Sensors DS = Deflection Sensor LC = Load Call	ComLink Sensor Cable Input Jack
5831 Trailer Dedicated	Drive	LC	Sensor A
	Steer	DS	Sensor B
	Trailer, Front	AP	Sensor C
	Trailer, Rear	AP	Sensor D
5832 Trailer Dedicated	Drive	DS	Sensor A
	Steer	Calculated	N/A
	Trailer	AP	Sensor B
5833 Truck	Drive	DS, DS	Sensor A & B
	Steer	DS	Sensor C
	Lift	AP	Sensor D
5834 Truck	Drive	DS	Sensor A
	Steer	DS	Sensor B
	Lift	AP	Sensor C
5835 Truck	Drive	AP	Sensor A
	Steer	DS	Sensor B
	Lift	AP	Sensor C
5836 Truck	Drive, Dual HCVs	AP, AP	Sensor A & B
	Steer	DS	Sensor C
	Lift	AP	Sensor D
5837 Truck	Drive - Front	DS	Sensor A
	Drive - Rear	DS	Sensor B
	Steer - Front	DS	Sensor C
	Steer - Rear	DS	Sensor D
5838 Truck	Drive	AP	Sensor A
	Steer	AP	Sensor B
	Lift	AP	Sensor C

Number See Kit Part Number for Model Number	Sensor Installed on this Suspension HCV = Height Control Valve	Sensor Type AP = Air Pressure Sensors DS = Deflection Sensor LC = Load Call	ComLink Sensor Cable Input Jack
5839 Truck	Drive	DS	Sensor A
	Steer	DS	Sensor B
	Pusher Lift	AP	Sensor C
	Tag Lift	AP	Sensor D
Trailer Dedicated 5840	Drive, Hide Steer	AP	Sensor A
	Trailer, Trailer - B - Train	AP, AP	Sensor B & C
Trailer Dedicated 5841	Drive	AP	Sensor A
	Steer	Calculated	N/A
	Trailer, Trailer - B - Train	AP, AP	Sensor B & C
Trailer Dedicated 5842	Drive	AP	Sensor A
	Steer	AP	Sensor B
	Trailer, Trailer - B - Train	AP, AP	Sensor C & D
Trailer Dedicated 5843	Drive	AP	Sensor A
	Steer	DS	Sensor B
	Trailer, Trailer - B - Train	AP, AP	Sensor C & D
Trailer Dedicated 5844	Drive, Dual HCVs	AP, AP	Sensor A & B
	Trailer, Trailer - B - Train	AP, AP	Sensor C & D
Trailer Dedicated 5845	Drive, Dual HCVs	AP, AP	Sensor A & B
	Steer	Calculated	N/A
	Trailer, Trailer - B - Train	AP, AP	Sensor C & D
Trailer Dedicated 5846	Drive	LC	Sensor A
	Steer	DS	Sensor B
	Trailer, Trailer - B - Train	AP, AP	Sensor C & D
Trailer Dedicated 5847	Drive	AP	Sensor A
	Steer	Calculated	N/A
	Trailer	DS	Sensor B

Number See Kit Part Number for Model Number	Sensor Installed on this Suspension HCV = Height Control Valve	Sensor Type AP = Air Pressure Sensors DS = Deflection Sensor LC = Load Call	ComLink Sensor Cable Input Jack
Trailer Dedicated 5849	Drive	DS	Sensor A
	Steer	Calculated	N/A
Trailer Dedicated 5850	Drive, Hide Steer	AP	Sensor A
	Trailer	AP	Sensor B
Trailer Dedicated 5851	Drive	AP	Sensor A
	Steer	Calculated	N/A
	Trailer	AP	Sensor B
Trailer Dedicated 5852	Drive	AP	Sensor A
	Steer	AP	Sensor B
	Trailer	AP	Sensor C
Trailer Dedicated 5853	Drive	AP	Sensor A
	Steer	DS	Sensor B
	Trailer	AP	Sensor C
Trailer Dedicated 5854	Drive, Dual HCVs, Hide Steer	AP, AP	Sensor A & B
	Trailer	AP	Sensor C
Trailer Dedicated 5855	Drive, Dual HCVs	AP, AP	Sensor A & B
	Steer	Calculated	N/A
	Trailer	AP	Sensor C
Trailer Dedicated 5856	Drive, Dual HCVs	AP, AP	Sensor A & B
	Steer	AP	Sensor C
	Trailer	AP	Sensor D
Trailer Dedicated 5857	Drive, Dual HCVs	AP, AP	Sensor A & B
	Steer	DS	Sensor C
	Trailer	AP	Sensor D
Trailer Dedicated 5860	Drive, Dual HCVs	AP, AP	Sensor A & B
	Steer	Calculated	N/A
	Trailer, Dual HCVs	AP, AP	Sensor C & D
Trailer Dedicated 5863	Drive	LC	Sensor A
	Steer	DS	Sensor B
	Trailer	AP	Sensor C

Number See Kit Part Number for Model Number	Sensor Installed on this Suspension HCV = Height Control Valve	Sensor Type AP = Air Pressure Sensors DS = Deflection Sensor LC = Load Call	ComLink Sensor Cable Input Jack
Trailer Dedicated 5864	Drive	AP	Sensor A
	Steer	DS	Sensor B
	Pusher Lift	AP	Sensor C
	Tag Lift	AP	Sensor D
5878 No FSK	Drive, Dual HCVs	AP, AP	Sensor A & B
	Steer	DS	Sensor C

Notes

Notes

Limited Warranty

Air-Weigh warrants (the "Limited Warranty") that the Products will be free from defects in material and workmanship under normal use and service with proper maintenance for the following time periods:

- (a) for new Scale kits, the Limited Warranty period will be 3 years;
- (b) for new parts and accessories sold separately, the Limited Warranty period will be 1 year; and
- (c) for repaired or refurbished items, including repaired or refurbished Scale kits and repaired or refurbished parts and accessories sold separately, the Limited Warranty period will be 90 days.

If any Product is determined to not conform to this Limited Warranty during its applicable Limited Warranty period, Air-Weigh will, at its exclusive option, either repair or replace the Product.

Limitations of Limited Warranty. Air-Weigh will have no obligation under the Limited Warranty with respect to any product if (a) Buyer fails to notify Air-Weigh in writing during the warranty period of a non-conformity, or (b) Buyer or any other person, entity, or governmental authority uses, misuses, or neglects the product in a manner inconsistent with the product's specifications or directions for use or maintenance, modifies the product or improperly installs, handles, or maintains the product.

No Repair or Modification of the products. Except as explicitly authorized or in a separate written agreement with Air-Weigh, Buyer will not service, repair, modify, alter, replace, reverse engineer, or otherwise change any of the products.

Disclaimer of All Other Warranties. EXCEPT FOR THE LIMITED WARRANTIES SET OUT ABOVE, NEITHER AIR-WEIGH NOR ANY PERSON OR ENTITY ON AIR-WEIGH'S BEHALF HAS MADE OR MAKES FOR BUYER'S BENEFIT ANY EXPRESS OR IMPLIED REPRESENTATION OR WARRANTY WHATSOEVER, INCLUDING ANY WARRANTIES OF: (i) MERCHANTABILITY; (ii) FITNESS FOR A PARTICULAR PURPOSE; (iii) TITLE; OR (iv) NON-INFRINGEMENT; WHETHER ARISING BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. BUYER ACKNOWLEDGES THAT IT HAS NOT RELIED ON ANY OTHER REPRESENTATION OR WARRANTY MADE BY AIR-WEIGH, OR ANY OTHER PERSON OR ENTITY ON AIR-WEIGH'S BEHALF.

Limitation of Liability.

IN NO EVENT WILL AIR-WEIGH BE LIABLE FOR CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR ENHANCED DAMAGES, LOST PROFITS OR REVENUES, OR DIMINUTION IN VALUE, ARISING OUT OF OR RELATING TO ANY BREACH OF THESE TERMS, REGARDLESS OF WHETHER OR NOT THE DAMAGES WERE FORESEEABLE, WHETHER OR NOT AIR-WEIGH WAS ADVISED OF THE POSSIBILITY OF THE DAMAGES, OR THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT, OR OTHERWISE) ON WHICH THE CLAIM IS BASED.

IN NO CASE WILL AIR-WEIGH'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THESE TERMS, WHETHER ARISING OUT OF OR RELATED TO BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE, EXCEED THE TOTAL OF THE AMOUNTS PAID TO AIR-WEIGH FOR THE PRODUCTS.

THE FOREGOING LIMITATIONS APPLY EVEN IF BUYER'S REMEDIES UNDER THESE TERMS FAIL OF THEIR ESSENTIAL PURPOSE.

Procedure For Warranty Claims

ALL customers should first contact Air-Weigh Customer Support Department at (888) 459-3247 for questions regarding the use, operation, repair or return of any Air-Weigh product.

In the event Air-Weigh requests to examine the product prior to disposition OR for repair or replacement, Air-Weigh requires a Return Material Authorization (RMA) number be issued before the item is returned. Customer Support will issue the RMA number. Please reference this RMA number in all correspondence.

Claimed items shall be shipped freight pre-paid to:

Air-Weigh
Customer Support Department
1730 Willow Creek Circle, Suite 100
Eugene, Oregon 97402, USA

The Air-Weigh RMA number **must** appear on the outside of the return packaging. Air-Weigh shall examine returned material within 30 days after receipt, or sooner if mutually agreed upon. If Air-Weigh determines that the part or assembly was defective in material or workmanship and within the warranty period, Air-Weigh will repair or replace the part or assembly and return freight pre-paid. In the event Air-Weigh determines that the part or assembly cannot be repaired or replaced and is within the warranty period, a credit not to exceed the purchase price will be issued to the Air-Weigh customer.

For our customers using purchase orders Air-Weigh will process a credit memo and notify the customer by email or fax. The customer will process a corresponding debit memo and notify Air-Weigh accordingly.

If the part or assembly received by Air-Weigh does not meet the requirements of the warranty program set forth above, at the Air-Weigh customer's request the part or assembly will either be discarded, returned freight collect, or repaired or replaced at the Air-Weigh customer's expense and returned freight collect.

Air Weigh

1730 Willow Creek Circle • Eugene, OR 97402-9152 USA
P.O. Box 24308 • Eugene, OR 97402-0437 USA

Telephone (541) 343-7884 • Order Desk (888) 459-3444
Customer Support (888) 459-3247 • Fax (541) 431-3121

www.Air-Weigh.com