

Flat Fee Repair Policy

When you invest in Boehringer suction regulators, you also partner with our entire organization to improve your clinical results. The best-run hospitals in the country choose Boehringer.

Service has always been one of the hallmarks of Boehringer. When one of our devices does need service, you can rest assured that the same skilled craftspeople that built it will return it to functioning condition. We do not have any third-party authorized service providers.

The following items should address the majority of questions that may arise regarding our service commitment.

If the existing warranty still covers your suction regulator --

1. We will provide service free of charge. Please see our website for the most current warranty statement.

For suction regulators that are outside of their warranty --

1. 3700 & 3800 series units (black or silver adjustment knob with our patented linear gauge)- - We will charge a flat fee of \$200 per unit.
2. 7800 series regulators (silver knob with a dial gauge) -- We will charge a flat fee of \$250 per unit.
3. VAVD Units 3930/3931 (NOT including flooding of these units) -- We will charge a flat fee of \$500 per unit, this will include the detailed biennial inspection of the safeties of the unit. If you have flooded your VAVD unit, please contact our Customer Service Department for repair instructions.
4. 7700 Series units (black adjustment knob with a dial gauge) -- We no longer provide factory parts or service for these units. This generation of regulators, which began production in 1983, are now far outside of their serviceable life, and they have delivered value for more than generation in many cases.

Please Note --

1. Call Customer Service (800-642-4945) to obtain an RMA prior to the return for service of any equipment under this program.
2. All metal parts must be returned with the regulator.
3. Damaged threads, due to prior service of broken fittings are not covered under this program. Please let us service your broken fittings before you do.
4. Regulators will be cleaned only to the extent needed to return normal functionality. We will not fully decontaminate, disinfect, or sterilize regulators prior to return to the customer.
5. If you require a detailed estimation of service charges, or an itemized bill for the service performed, there would be an additional \$75 charge per unit.
6. In the highly unlikely event, we are unable to repair a regulator we accepted for repair, you will be offered the ability to purchase a brand new regulator for 30% off published list price.

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