

# **MURV-100 Robot**

## **Service Policy and Procedure**

HDE International Robots, Inc. provides a two-year limited warranty on your robots. A copy of the warranty certificate is attached.

We encourage our robot users to telephone us to discuss any robot problem prior to returning the robot for repair, warranty or otherwise. In most cases our technical staff can talk through problems with you, and help you make repairs or adjustments yourself.

So if a problem occurs, please phone the HDE Service Department at —

**+1 817 336-5449**

Monday to Friday between 7:30 a.m. and 4:30 p.m. US Central Time  
(between 13:30 and 19:30 GMT)

90% of the time, problems can be resolved in this manner without the expense or time loss of returning your robot to us. The more you learn about your robot, the easier it will be for you to keep it operational.

If you still need to send your robot to us for service or repair, please follow these steps:

- Package the robot securely, preferably in its original carton or other durable package;
- Prepay all transportation, postage, insurance and other charges;
- Since you are responsible for any damages occurring during delivery to HDE, make sure you insure the shipment.
- Include in the package written information showing —

Your name, your company or agency name, plus full return address;

Contact information such as phone and fax numbers, and email address;

Description of the returned item (e.g., model number and serial number)

Full explanation of the problem

- Ship the robot prepaid to this address —

**Service Department**  
**HDE International Robots, Inc.**

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