



Maintenance, Service, and Repair Information

Our Warranty

We warrant our products to be free of defects in material and workmanship for one year from the date of original purchase. While we make every effort to carefully manufacture our products to the highest standards of quality, occasionally parts may be found to be missing, defective, or damaged.

If you have a defective part, return the product to us, shipping charges prepaid. Include proof of purchase and a written explanation of the trouble. During the warranty period, we will, at our option, either repair or replace the product free of charge.

This warranty does not cover damage due to improper installation or use, lightning, negligence, accident, or unauthorized service, or to incidental or consequential damages beyond the Davis products themselves. Implied warranties are limited in duration to the life of this limited warranty.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights. You may have other rights, which vary from state to state.



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Davis Instruments is an ISO 9001 certified company

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Sensor Maintenance

An Ounce of Prevention . . .

Anemometer

Your anemometer should provide years of service. In some areas, however, spiders and insects can affect its operation. If wind speed seems low, use an allen wrench to loosen the setscrew on the side of the wind cups. Remove the wind cups, and clean the exposed portion of the shaft with a damp cloth or cotton swab. Clean the wind cups with water and a mild liquid detergent. Rinse thoroughly before replacing.

Do not use or add grease, oil, or a spray lubricant of any kind.

When replacing the wind cups, slide them onto the shaft as far as possible. Tighten the setscrew, then make sure that the wind cups spin freely. If they do not, the bearings may be worn and need factory replacement.

To ensure accurate wind direction readings, check the orientation of the anemometer annually or after particularly strong winds. Consult your Owner's Manual for details.

Outside Temperature/ Humidity Sensor

Most temperature/humidity sensors do not need

ongoing maintenance.

However, if you are concerned about dust buildup, you can gently brush the mesh cloth covering the sensor using a clean, dry toothbrush. See the instructions under *Radiation Shield* heading below.

Leaf Wetness Sensor

Dirt and debris on the surface of the sensor can affect its accuracy. Clean its surface with a clean toothbrush, using water and a mild liquid detergent. Take care not to scratch the surface. Rinse well.

Radiation Shield

Your radiation shield seldom needs cleaning unless it fills with dust, debris and insects. If necessary, follow these steps. **Vantage Pro systems:** Remove the rain collector cone and loosen the bolts holding the radiation shields together. **Vantage Vue systems:** Remove the screws holding the plates to the base. For either Vantage Vue or Vantage Pro systems, separate the plates, clean them with water and a mild liquid detergent, and rinse thoroughly before reassembling.

Rain Collector

For greatest accuracy, clean several times a year: after dry periods and before expected rainy periods. Operation can be affected by the accumulation of dirt and dust. Spiders and insects can make their homes in the base, and birds have been known to nest in the cone. **Vantage Pro systems:** To avoid creating erroneous rain readings, unplug the rain collector from its receptacle before cleaning the rain collector. You will find this receptacle inside the white shelter box. Twist off the rain collector cone from its base. Use clean water, and a soft cloth to clean the cone and tipping bucket mechanism. Check the funnel hole in the cone and the drainage holes in the base, and use a pipe cleaner to clear them if necessary. **Vantage Vue systems:** Remove the debris screen from the cone and the rain spoon housing assembly from underneath to clean the spoon tipping mechanism. Use a toothbrush to clean off the lower drain vents. Rinse thoroughly with clear water before

reassembling. Consult your instruction manual on how to clear erroneous rain clicks.

Solar Radiation & UV Sensors

Dirt or dust on the diffuser at the top of the sensor can affect accuracy. As often as is practical, particularly during dry, dusty weather, clean with a soft dry cloth. When necessary, use a damp cloth or cotton swab to clean around the rim.

Oil from your fingers can affect the accuracy of UV readings. For UV sensors, *never use soap, detergent, or rubbing alcohol. Always use pure ethyl alcohol. Do not touch the diffuser with your fingers.*

Sensor Recalibration

Sensor readings should remain accurate within specifications for several years. However, there may be some drift over time. If you are concerned that your sensor is out of spec contact our technical support department at support@davisnet.com or 510-732-7814. Factory recalibration for sensors is available. Please contact our Service Center for details before returning your sensors for this or any other service.

Davis Instruments Service Center . . . Your Guarantee of Quality Service!

At Davis Instruments we make every effort to produce the most durable, long-lasting weather stations possible. However, certain components are subject to wear and tear. Lightning, rain, snow, and sleet; freezing temperatures and high heat; small mammals, insects and birds...many factors can take their toll. Because we know this, and because we know how important your weather station is to you, we are committed to providing the best service program possible.

Your direct line to service in the USA and Canada. In the USA and Canada, the Davis Instruments Service Center is your one-stop source for information, troubleshooting, replacement parts, and service. To contact the Service Center, give us a call at **1-510-732-7814**. We're available Monday through Friday from 7:00 a.m. to 5:30 p.m., Pacific Time. After hours, visit the support section of our website (www.davisnet.com). Or, you may send us e-mail (support@davisnet.com), leave a message on our answering machine (**1-510-732-7814**), or send a fax (**1-510-670-0589**). Include your name, phone number, a brief description of your question or problem, and the best time to reach you. Voice messages are usually returned by the end of the next business day; faxes and e-mails may take a day or two longer.

Outside the USA and Canada. For items purchased outside the USA or Canada, please contact the reseller from whom you purchased the item. Most of our overseas resellers have local service centers and are fully prepared to repair your item and answer your questions. Please note: Many of our products use radio technology that differs from one part of the world to another. If you purchased a wireless product outside your home country, it may operate on a frequency disallowed by local regulations. In these cases, your local reseller will not be able to perform repairs on the item, and you will have to contact the original reseller of that item for any needed service. You may also visit the support section of our website (www.davisnet.com).

How can I help the service representative best help me? Be prepared. You will be asked for the names, model numbers, and serial numbers (if there are any) of your weather station and accessories, and when you purchased them. It helps to have a copy of your original invoice (whether it's from us or from one of our dealers or distributors) in front of you. It is also best to be sitting next to your weather station (or computer), since we may ask you to perform a few simple tasks while you're on the phone.

What if my unit needs repairs? Be sure to talk to us before you send your unit in for service. We may be able to help you solve the problem over the phone. Or, we may be able to send you replacement parts which you can install yourself. If the unit needs to come in for repair, we can help determine if you need to send us the entire station or only a part of it. We can also advise you whether the repair is likely to be covered under warranty and what the estimated repair charges, if any, will be.

How much will I be charged for the repair? If you purchased the unit within the last 12 months and the type of repair is covered under the terms of our warranty, you will not be charged. If you purchased the unit more than 12 months ago or the type of repair is not covered under our warranty, we will need to charge you for the repair. Most non-warranty repairs are covered by our standard repair charge. We can tell you what the standard repair charge is when you call. Certain repairs (such as those for lightning damage) may cost more, or the item may not be repairable at all. If we find that there is nothing wrong with the unit, we will charge the minimum standard repair charge.

How do I pay for the repair? We will discuss the estimated charge with you when you call. You can either send us a check for that amount or you can give us your VISA/Mastercard number, along with the expiration date. If the actual charges exceed the estimated charges, we will contact you before proceeding. We do not ship COD.

Who pays for shipping? You are responsible for the cost of shipping the unit to us whether it is under warranty or not. On warranty repairs, we will pay for return shipping via surface to a destination in the USA or Canada. In all other cases, we charge you for the cost of returning the unit. This includes non-warranty repairs, units shipped via expedited service, and units shipped to destinations outside the USA or Canada (whether or not they are under warranty).

How should I ship the unit back? If you are in the USA, pack the unit as securely as possible and ship it via Insured Parcel Post, UPS, Federal Express, or the like. Include a note with your name, address, phone number, and a complete description of the problem. Tell us when and where you purchased the unit. If possible, include a copy of the original invoice. If you are in Canada or overseas, please ship the unit to us via Insured Air Parcel Post. Be sure to mark the package "USA-Made Item Returned for Repair." If you send the package via an international courier service such as UPS, Federal Express, or DHL, make sure there will be no charges at the destination; you are responsible for any such charges. Do not ship it via regular air freight, as this may result in excessive customs brokerage fees or other clearing charges. Because we have no control over these fees and charges, they are your responsibility.

How long before I get my weather station back? In most cases, we will ship your unit back to you within one or two weeks of receipt. It may take longer if there are questions or problems we need to discuss with you. To avoid delays, please be as complete as possible when describing the problem, and be sure to include a phone number where we may reach you during the day.

What if I need faster service? All units are serviced on a "first in, first out" basis. We do not provide an expedited or priority repair service. If you are in a hurry, you can shorten the total time the unit is out of service by shipping it via next day delivery and requesting that we return the unit to you the same way. Depending on where you are located, this can shorten the time the unit spends in transit by two weeks or more. We must, of course, charge you for the cost of returning the unit by next day delivery, whether it is under warranty or not.

Can I call to check the status of my repair? If it has only been a short while since you shipped your unit, please do not call us to check on its status. Your unit will be serviced and returned to you within our normal processing time. If you want to make sure that we have received the shipment, send it in a way that can be easily traced. Contact your local post office or UPS for details. Of course, you are welcome to call us if you have not heard from us after several weeks, or if you have other questions.

How long is the repair warranted? All repairs are warranted for 90 days. The warranty covers each component that you returned for repair, whether or not we actually had to repair that component. If anything should go wrong with any of these components within 90 days of service, we will repair it for free.