

For repair or service of Ortovox transceivers, please send the unit to the address below.

Noble Custom  
Units 1 – 3 Wymeswold Ind Est  
Burton-on-the-Wolds  
Loughborough  
Leicestershire  
LE12 5TY  
Tel: 01509 889195  
sam@noblecustom.co.uk

We will then send it back to Ortovox HQ who will thoroughly check it and repair or replace anything necessary. Units carry a further one year warranty after this procedure. We try to have units back to you within 3 weeks, but at busy times, this is not always possible. If you are stuck, we may be able to arrange a unit on loan.

Cost for a full service with any repairs necessary is £60. I fear this sounds quite expensive, but it needs to cover delivery from me to Germany and back, and then from me back to you. I have kept the cost as low as I can with that in mind.

If there is a problem with a unit under a year old and bought in the UK, there will be no charge.

Ortovox do offer a five year warranty on transceivers, but I'm afraid we have to charge carriage costs if more than a year old or bought outside UK. For these warranty repairs the cost is £25.

Please judge which charge is applicable and include a cheque for that amount made payable to "Noble Custom". If relevant please include a copy of proof of purchase (not necessary for 5 year warranty which is judged from date of manufacture which you will find inside the battery compartment).

Please include your contact details and any relevant information on the problem. If you can easily attach a sticker with your address onto the unit, that would help.

It would help if you could let us know if you are sending a unit.

The Ortovox website has further details of service recommendations etc

<http://en.ortovox.com/service.html>

All S1 transceivers are designed so they can be updated with the latest software, so you can always be running the latest version. Your retailer may have the machine needed to perform the update, so best to contact them first.

If you have any difficulty, then get in touch with us.

The earliest versions of the S1 did not have this update capability and for these models, we offer a free upgrade to the latest version

Updating of S1 software is free of charge, and we can do that here, though we do need to charge the cost of return postage to you - £6 for special recorded delivery in the UK.

The latest software version is 2.1 introduced on 1<sup>st</sup> October 2009. Check the Ortovox site for full details.

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