

# Cooper-Atkins Thermocouple Instrument and Probe Warranty Program



Your Cooper-Atkins Thermocouple Instrument and Probes are covered by the industry's leading Warranty program. This Warranty program, combined with Cooper-Atkins' 120+ years of foodservice equipment experience, assures your instrument will provide many years of reliable service as it is specifically designed to withstand the rigors of a foodservice operation.

The quality, features and benefits built into your Cooper-Atkins Thermocouple Instruments and Probes offer you the protection of knowing a critical piece of your food safety plan is highly reliable and guaranteed.

Simply stated, you are receiving the highest quality products available and the best overall value for your investment.

**All Cooper-Atkins Thermocouple Instruments are guaranteed to be free of defects in workmanship and materials for five (5) years. All probes carry a one (1) year warranty.**



Cooper-Atkins Corporation  
33 Reeds Gap Road, Middlefield, CT 06455 U.S.A.  
800-835-5011 • 860-347-2256  
www.cooper-atkins.com • info@cooper-atkins.com

# Warranty

**Your Thermocouple Instrument has a five (5) year warranty against manufacturing or material defect.**

You can identify the date of manufacture by the serial number located on the back of all models, except for the the 32311 and 32322 models. For these 2 models, the serial number is located inside the battery compartment.

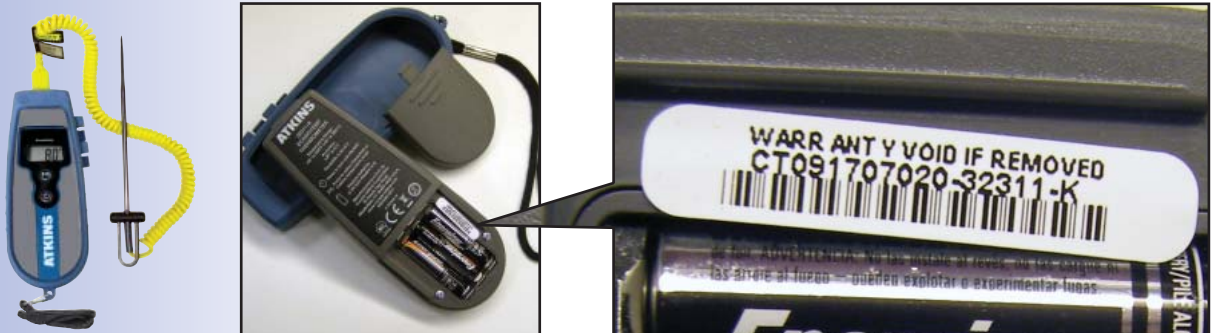
If your Thermocouple Instrument has a 9-digit code, followed by the model number, the first two digits represent the month of manufacture, the second two digits represent the day of manufacture, and the third two digits are the year of manufacture (For example: s/n CT031208024-35100-K was manufactured on March 12, 2008).

AquaTuff™  
35100-K  
Thermocouple  
Instrument



If the serial number has an 11 digit code, the first two digits represent the month of manufacture and the third digit is the year of manufacture (For example: s/n 01834997004 was manufactured in January 1998).

EconoTemp™  
32311 and  
32322  
Thermocouple  
Instruments



In this example for the EconoTemp Thermocouple Instrument, s/n CT091707020, the date of manufacture was September 17, 2007.



**There is a one (1) year warranty on your probe(s).**



You can identify when your probe was manufactured by the 4-digit serial number. The serial number is located on the label fastened to the probe cable just below the mini-connector.

The first two digits represent the week of the year of manufacture and the second two digits represent the year of manufacture (For example: s/n 43-07 was manufactured in the 43rd week of 2007.)

# Troubleshooting

If your Thermocouple Instrument is not working, or does not appear to be working properly, refer to the Troubleshooting Guide on the back page to isolate the reason(s). If the problem persists and is not resolved using the steps in the Troubleshooting Guide, please call our Customer Service Department.

## Cooper-Atkins Customer Service Department

When you call our Customer Service Department, they will attempt to resolve the problem, and if unable to do so over the telephone, they will ask you to return the Thermocouple Instrument or Probe to us. In that case:

- you will be given a Return Goods Authorization (RGA) number
- you will be asked to send the Thermocouple Instrument or Probe to our Middlefield, Connecticut facility for evaluation by our Technical Service Department.

If the problem is clearly isolated as the Probe, and the Probe was manufactured within the past twelve (12) months, you will be asked to send the Probe to our Middlefield, Connecticut facility. Otherwise, you will have the opportunity to order a replacement probe.

# Repair / Replacement

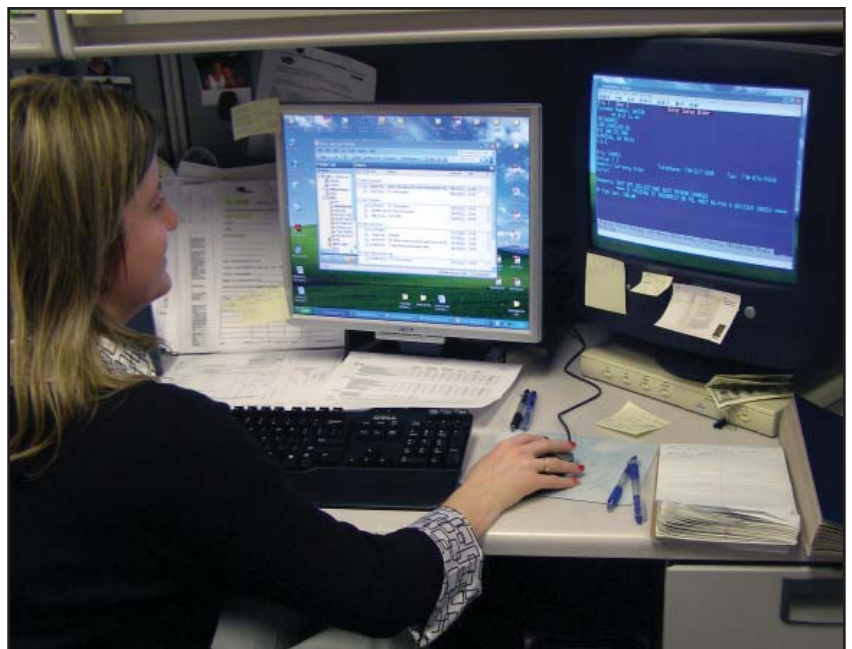
If the problem is covered under our warranty terms, the Thermocouple Instrument or Probe will be repaired / replaced in three (3) to five (5) business days and returned to you.

If the problem is not covered by our warranty terms, the Cooper-Atkins Technical Service Department will call you within three (3) to five (5) days of receipt of your instrument to offer the option of repair at the repair price, or ordering a new unit at a discounted price. Based upon your approval, Cooper-Atkins will ship the repaired or replacement instruments and / or probes to you.

**Cooper-Atkins Customer Service:**  
**(800) 835-5011 or (860) 347-2256**

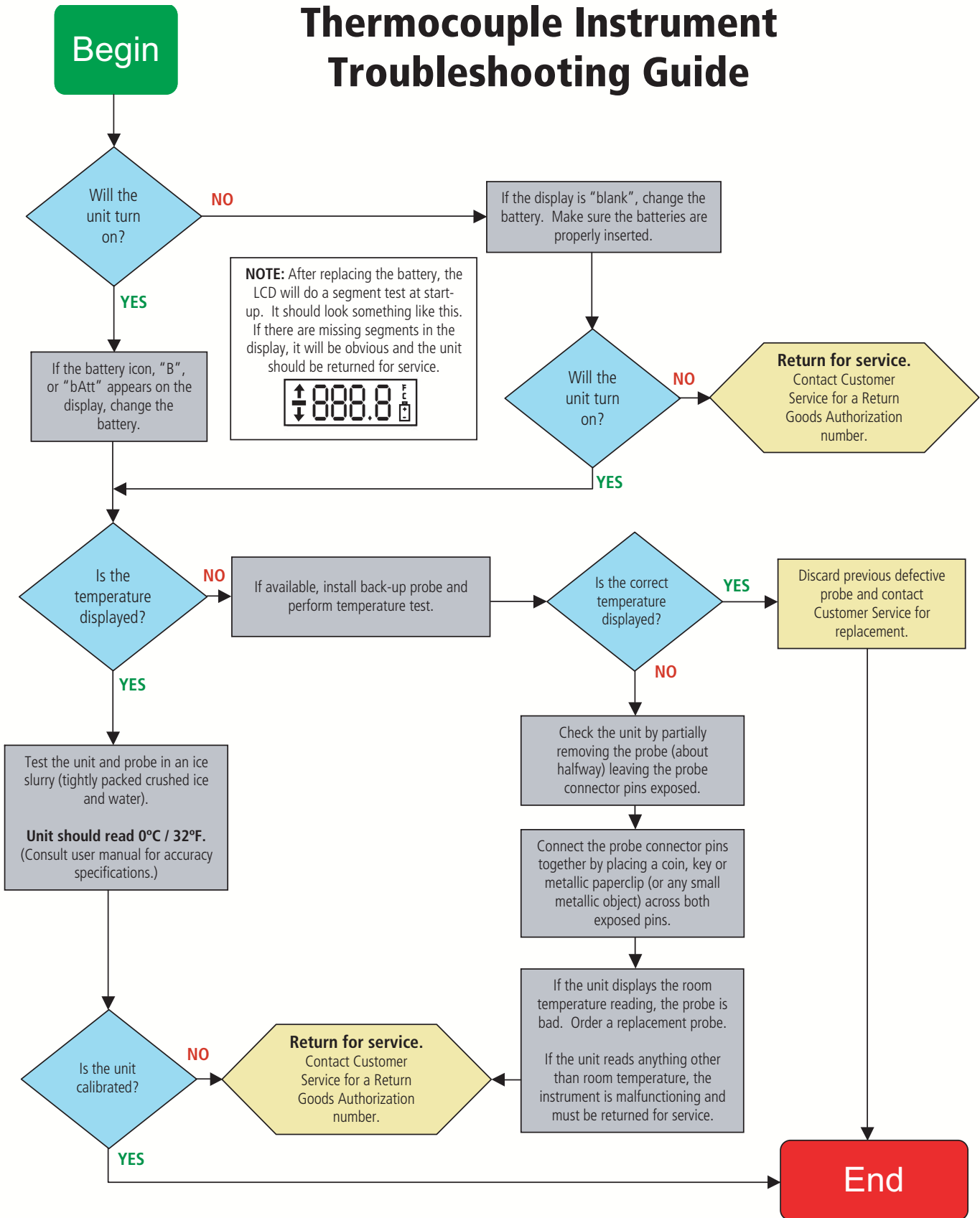
### Return Address:

Cooper-Atkins Corporation  
33 Reeds Gap Road  
Middlefield, CT 06455-0450 U.S.A.





# Thermocouple Instrument Troubleshooting Guide



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