



Fixed Price Repair Policy

1. Gulmay will repair any currently produced Gulmay generator or MP1 Controller for a firm fixed price based on the model and age up to 13 years old.
 - a. Includes all normal use failures.
 - b. Includes arced sockets.
 - c. Age Definition:

	Duration in Years	First Month	Last Month
Warranty	2	1	24
Category A	5	25	84
Category B	6	85	156

- i. The last four digits of the serial number (-mmyy) determines the date of manufacture.
 - ii. Repair category (A or B) is determined by counting the number of months from date the completed RMA request is received back to the date of manufacture on the 28th day of the month in the serial number or back to the original ship date from Gulmay.
 - iii. Repair prices quoted with RMA requests will expire after 60 days. Units received after expiration will be re-quoted based on day of receipt and the serial number.
 - d. Gulmay reserves the right to exclude from the fixed price repair program any product that has been damaged from misuse, abuse, mechanical shock, or detrimental acts of nature such as flooding, lightning strike, fire, any other condition, or event, the generator was not designed to withstand. Parts replaced to correct this damage from *may* be added to the repair cost.
 - i. Mechanical Shock - Severely deformed or permanently damaged parts that demonstrably limit or prevent operation to original performance specifications.
Examples:
 1. Sheared fasteners (plural) on multiplier stack or Faraday shield
 2. Sheared PCB mounts on multiple boards or all mounts on one board.
 3. Bent chassis pans
 4. Unrepairable chassis lids (torn, cut, or creased metal)
 5. Any external burn damage as result of proximity to excessive heat.
 6. Damaged wire harnesses to the extent of having cut or damaged insulation, sheared nodes, broken connectors, or stretched wires.
 7. Tanks dented to the extent the dielectric strength is weakened.
 - ii. Misuse - Clear evidence the system was damaged while using it for something other than what it was originally designed to do.
 - iii. Abuse - Severe damage that could have been prevented with proper maintenance, timely action, or repair.
 1. Arced sockets resulting in physically burned circuits other than the socket.
 2. Heat sinks choked with excessive debris combined with permanent heat damage.



3. Water, flooding, fire, lightning strikes
 - iv. Any use of unauthorized parts or modifications may result in refusal of service or additional labor and parts to restore original Gulmay design.
2. Factory Warranty Repairs
 - a. There is no cost associated with this level.
 - b. Document detailed report with images of faulty condition.
 - c. Identify Circuit Failure / Root Cause and assign code.
 - d. Remove foreign objects and debris from chassis, cover, and components.
 - e. Replace any fasteners or PCB mounts that are bent, broken, or distorted.
 - f. Repair blemishes and replace decals as needed to restore new appearance.
 - g. Repair all failed circuits.
 - h. Complete warranty report to factory as required.
 - i. Post repair warranty expires with factory warranty but may be extended, solely at Gulmay discretion, no more than 90 days to offset repair time.
3. Category A Repairs
 - a. Charged at 40% of selling price for new, one-off purchase of current model/variant.
 - b. Document detailed report with images of faulty condition.
 - c. Identify Circuit Failure / Root Cause and assign code.
 - d. Remove foreign objects and debris from chassis, cover, and components.
 - e. Replace any fasteners or PCB mounts that are bent, broken, or distorted.
 - f. Repair blemishes and replace decals as needed to restore new appearance.
 - g. Repair all failed circuits.
 - h. Replace any failed or damaged parts.
 - i. Test all connections, wires, and terminals for reliable electrical connection.
 - j. Remove oil, multiplier stack, transformers, stress rings, and socket.
 - k. Disassemble, clean, inspect, and test all tank items to factory standards.
 - l. Bench test rectifiers and filters on filament Output PCB. Replace as needed.
 - m. Complete generator or control is warranted for 12 months from the date of return shipment from Gulmay Repair Center; see Gulmay Terms and Conditions.
4. Category B Repairs
 - a. Charged at 70% of selling price for new, one-off purchase of current model/variant.
 - b. Document detailed report with images of faulty condition.
 - c. Identify Circuit Failure / Root Cause and assign code.
 - d. Remove foreign objects and debris from chassis, cover, and components.
 - e. Replace any fasteners or PCB mounts that are bent, broken, or distorted.
 - f. Repair surface blemishes and replace decals as needed to restore new appearance.
 - g. Repair all failed circuits.
 - h. Replace failed or damaged parts.
 - i. Test all connections, wires, and terminals for reliable electrical connection.
 - j. Remove oil, multiplier stack, transformers, stress rings, and socket.
 - k. Disassemble, clean, inspect, and test all tank items to factory standards.
 - l. Bench test rectifiers and filters on filament Output PCB. Replace as needed. Replace Output PCB on units 10 years in age or older.

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- m. Bench test socket for conductivity, mechanical integrity, and fastener threads. Replace as needed and all units 10 years in age or older.
 - n. Measure kV output of system under load using a calibrated divider tank.
 - o. Complete generator or control is warranted for 12 months from the date of return shipment from Gulmay Repair Center; see Gulmay Terms and Conditions.
5. Post Repair Warranty
- a. Stage A and Stage B repairs are warranted for 12 months from the date of return shipment from Gulmay repair center for the entire generator (socket excluded).
 - b. No Fault Found evaluations will be billed per **Evaluation Cost Schedule** in Section 8.
 - c. Gulmay Warranty Terms and Conditions apply. Any damage caused by misuse, abuse, or improper installation may void the post-repair warranty including high voltage connection failure, mechanical shock damage, or use of unauthorized spare parts. (Reference Section 1 paragraph f. for details.)
 - d. Operation outside the published specifications for the model/variant will void any post repair warranty.
 - e. Units returned for repair within the post-repair warranty period will receive at least 60 days of coverage following the repair service or the original warranty date, whichever is greater.
6. All failed high voltage connections, commonly referred to as “arced sockets”, returned within the factory or post-repair warranty period will be charged as a Category A repair.
7. Evaluation fees for all Gulmay products:

Evaluation Cost Schedule	
	EU
Bipolar	2200
Unipolar	1500
Control	750

- a. Bipolar is defined as any system that includes both cathode and anode circuits.
- b. Unipolar is defined as any system that may be tested by itself. Anode generators returned independently are charged as unipolar.
- c. Control is defined as any independently returned HRSI Control PCB, RS232 Control PCB, or MP1 controller.
- d. Evaluation fees are the minimum charge on all billable RMAs not covered by warranty.
- e. Warranty evaluations resulting in No Fault Found will be charged an evaluation fee.
 - i. Customer should identify fault or symptom and the conditions under which the behavior was observed.
- f. Evaluation Fee may be waived with qualifying repair.