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DICKSON
WiZARD
Intelligent Wireless Data Logging Solutions

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Product Specifications
Data Logger - WT100/120/WH120

Temperature Range	**WT100/WH120**: -22 to +122°F (-30 to +50°C)
Temperature Accuracy	**WT100:** ±1.2°F from +20 to 122°F; ±1.8 remaining; **WT120:** ±1.2°F from +20 to 220°F; ±3.0 remaining; **WH120**: ±0.8°F from +20 to 122°F; ±1.8 remaining
Remote Probe Dimensions	**WT120**: 10 Feet Long with submersible tip
Remote Temperature Range	**WT120**: -40 to +300°F (-40 to +150°C)
Humidity Range	**WH120**: 0 to 95% RH (Non condensing)
Humidity Accuracy	**WH120**: ±2% RH 0 to 60%; ±3% 60 to 95%
Humidity Sensor	**WH120**: Digital Temperature/RH Sensor
Remote Sensor	**WT120**: Thermistor
Temperature Sensor	**WT100**: Digital Temperature Sensor
Sample Interval	User Selectable from 30 Seconds to 15 Minutes in 1 Second Intervals
Transmissions Frequency	User Selectable: 5, 10 or 15 minute intervals
Back-up	If communications are lost between the Logger(s) and Receiver, each logger will store logged samples until communications are restored. At a 5 minute sample rate, each logger can store 3 days worth of sample points.
Power	2 AA Batteries
Alarm Type	Displays Alarm Conditions in Wizard Software: High/Low Alarm, Low Battery, Calibration Due, Lost Communication; Pop-up Notification
Battery Life (Avg)	1 Year at 5 Minute Sample Rate and 15 Minute Transmission Frequency
Channels	**WT100/120**: 1 (Temperature); **WH120**: 2 (Temperature& Humidity)
Data Capacity	**WT100/120/WH120**: 1728 - Data points stored on Logger only when communications fail.
Download Type	Wireless
Wireless Range	Up to 300 ft. in building; 1000 feet in open field
Dimensions (Inches/cm)	3.4" x 3.4" x 1.2" (8.6 x 8.6 x 3.0 cm)
Weight	6.2 oz (175 g)

Repeater/Receiver - WR100/WA100

Power	120V AC Adapter: Input: AC100-240 0.5V 60/50Hz Output: DC5V, 2.0A
Power Cord	6 Feet
Download Type	USB
USB Cable Connection	Male Series A plug to 5 pin male series B mini plug
USB Cable Length	6 Feet
Wireless Range	Up to 300 ft. in building; 1000 feet in open field
Dimensions (Inches/cm)	3.6" x 3.6" x 1.5" (9.1 x 9.1 x 3.8 cm)
Weight	4.7 oz (133.6 g)

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Data Loggers (WT100/120/WH120), Receivers (WR100), & Repeaters (WA100)

Software Features	Logged data written to database upon transmission. View multiple loggers on single graph. View multiple graphs simultaneously. Quick and easy export of graphs and logged data to Excel. View logger status of all loggers in one easy table.
Software Required	Dickson Wizard Software (Included with WR100)
Software PC Requirements	MS Windows XP, 2000 and up
Radio Frequency	900 MHz range (902 to 928 MHz)
Signal Strength	Min +27 dBm (50mW)
Output Signal	4800 Baud Serial Data
Approvals	RHOS, FCC Part 15 Compliant (Pending)
Power Status Indicator	Red/Green LED: Green=Sending or Looking for Signal, Red = Powered On, Red LED blinks every 10 sec
Storage Conditions	-22 to +158˚F (-30 to +70˚C); 0 to 95% RH non-condensing
Response Time	30 Seconds to 63% FS
Resolution	Logger: 0.1 Deg.
Antenna	User Replaceable Fully Articulating
Enclosure	Black; ABS Plastic Clam Shell
Mounting	Free Standing or Wall Mount with Keyhole

Signal Sensor - WS100

Display	Backlit Display, WS100 Power Status, Unit Type Found, Unit ID, Signal Strength
Display Dimensions	1.7” x 1.15” (4.3 x 2.9 cm)
Display Update Rate	Continuous
Keypad Functions	On/Off, Page Up, Page Down
Power	2 AA Batteries
Battery Life (Avg)	6 Months
Wireless Range	300-500 ft. in building; 2 miles in open field
Radio Frequency	900 MHz range (902 to 928 MHz)
Output Signal	4800 Baud Serial Data
Ambient Operating Conditions	0 to +122˚F (-18 to +50˚C); 0 to 95% RH non-condensing
Approvals	RHOS, FCC Part 15 Compliant
Power Status Indicator	Display with Battery Power Status Symbol
Storage Conditions	-22 to +158˚F (-30 to +70˚C); 0 to 95% RH non-condensing
Antenna	User Replaceable
Enclosure	Hand Held; Black; ABS Plastic Clam Shell
Dimensions (Inches/cm)	4.5” x 3.0” x 1” (11.4 x 7.6 x 2.5 cm)

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**IMPORTANT PLEASE READ: Before you begin installation, have the Receiver, Logger(s) and any Repeater(s) at the base computer where you plan to install the Wizard Software and Receiver. DO NOT turn on any of the Wizard devices until instructed in the startup instructions.**

Installing Wizard Software

1. Insert CD – CD installation file opens
2. "Welcome" window opens. Click on NEXT
3. "Destination Folder" window opens. Accept Defaults. Click NEXT
4. "Ready to install" windows opens click "Install"
5. Program begins installation – View progress bar.
6. Installation complete. Click FINISH.
7. Software is now installed and the Dickson Wireless icon is on your desktop.
8. Do not open the software until all of Receiver is installed is complete.
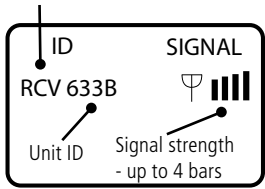
Install Receiver

1. Receivers and Repeaters look very similar. Make sure you are installing the Receiver. Check the serial number on the back of the unit, it should start with WR.
2. Insert 2 AA batteries (included with instrument) into battery compartment on back of unit.
3. Plug in AC adapter to Receiver.
4. Connect USB cable to Receiver and available USB port on PC
5. Turn on Receiver via toggle switch on the bottom of the Receiver case (slide to the left). When turned on the Green LED will blink, Red once LED will remain solid.
6. After a few seconds, the Welcome to Found New Hardware Wizard window will pop up.
7. Select "Install New Hardware Automatically". Click on NEXT
8. Software will begin search.
9. Hardware Installation window will pop up. Click on CONTINUE ANYWAY
10. Completing New Found Hardware window opens. Click on FINISH

Red/Green LED

On/Off Switch

USB Connection

Power
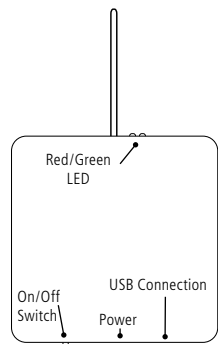
Signal Sensor

1. Save time and possible lost data by using the Signal Sensor before installing Loggers/Repeaters.
2. Once the Receiver has been installed, go to each designated logger location, with the Signal Sensor, to determine if the logger signal strength will be strong enough to reach the Receiver. (See Signal Sensor Operating Instructions below.)
3. The display will indicate if the Receiver can be found and how strong the signal strength is.
4. If two or less bars show or if the signal strength changes frequently a Repeater will be required to ensure consistent communication of the Logger to the Receiver.
5. Repeat for all logger placement locations.
6. If it has been determined that a Repeater(s) is required, install the Repeater(s) first and link each logger to its designated Repeater when installing.
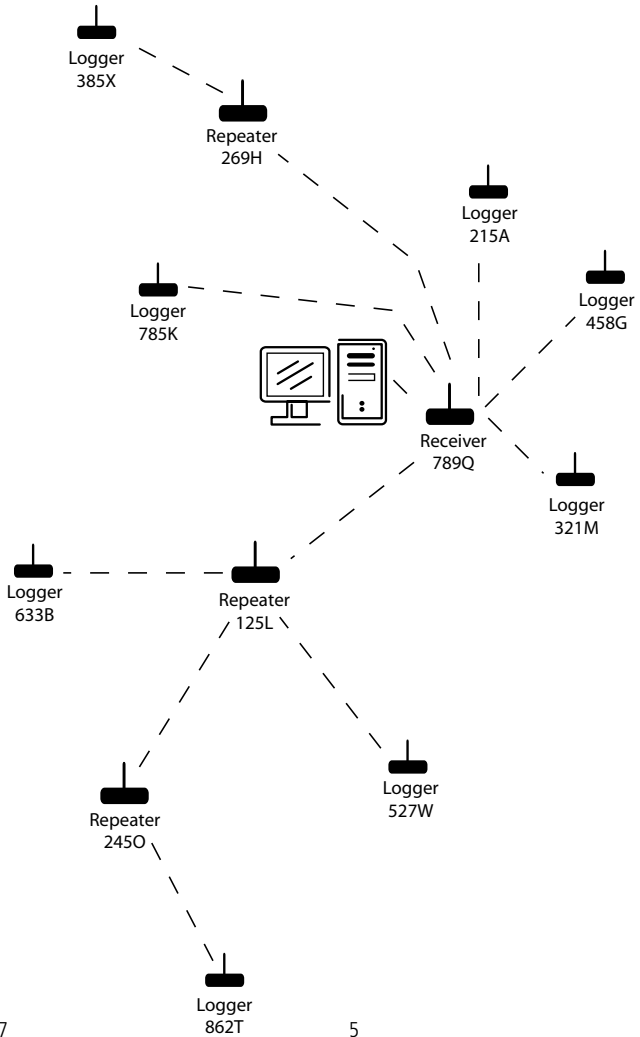
Unit Type:
RCV = Receiver; RPT = Repeater

ID   SIGNAL

RCV 633B

Unit ID   Signal strength
- up to 4 bars

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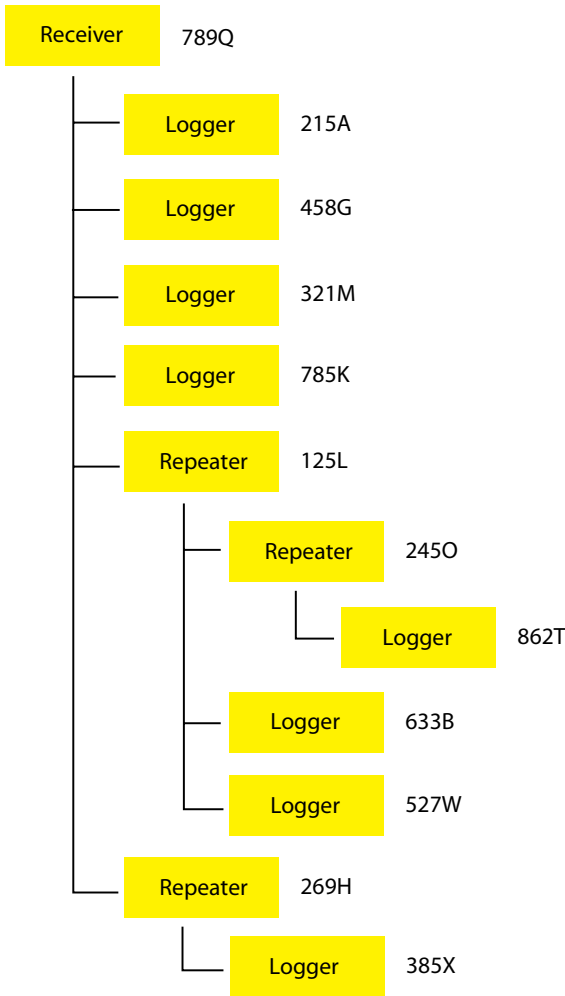
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7. See the Network Layout Example below to see how the Loggers and Repeaters work together to create a robust system.

8. The Signal Sensor is ideal for determining if the target Logger location is within range of the Receiver or Repeater.

9. Operation:
   a. Hold down the on button on your signal sensor for 3 seconds to turn on and move to the location where you wish to place the logger or repeater. The Signal Sensor will tell you if it can see the receiver or other repeaters and display signal strength. If a repeater or receiver is found, the target location is good. If a repeater or receiver can not be located, move closer to known repeater or receiver locations until one is found.

Network Layout Example

1. Only one receiver on base PC

2. Loggers 215A, 458G, 321M, & 785K are close enough to communicate directly with the receiver

3. Logger 385X needs to forward its signal through repeater 269H in order to reach the receiver

4. Logger 862T needs to forward its signal through 2 repeaters (245O & 125L) to reach the receiver

5. Note: Repeater 125L can forward a signal from multiple loggers and other repeaters

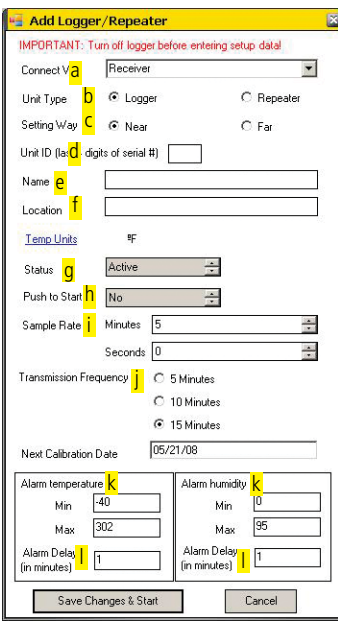DICKSON

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Below is a diagram detailing a wireless network set-up and how it appears under the Structure menu option

```
Receiver      789Q
  ├── Logger        215A
  ├── Logger        458G
  ├── Logger        321M
  ├── Logger        785K
  ├── Repeater      125L
  │     ├── Repeater      245O
  │     │     └── Logger        862T
  │     ├── Logger        633B
  │     └── Logger        527W
  └── Repeater      269H
        └── Logger        385X
```

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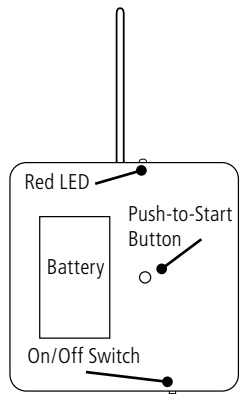& Calibration

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Install Loggers

1. Insert 2 standard AA batteries (included with instrument) into battery compartment on back of unit.
2. Open Wizard software by clicking on the Dickson Wizard icon on your desktop.
   a. Look at the lower LEFT corner of the Main window. "Connected" should show. This indicates that the software has recognized the Receiver. If "Connected" does not show, wait for the software and receiver to initialize before installing loggers. "Connected" should display within 60 seconds. Installation of loggers can begin.
   b. If "Receiver not found" shows in the lower RIGHT, check all receiver connections and make sure the receiver was installed per the instructions. Go to page 5 to Uninstall receiver and software. After uninstall is complete, install the system again
3. Click on the link in the Welcome window to install loggers or Add Logger in the logger set-up screen.

Add Logger/Repeater

IMPORTANT: Turn off logger before entering setup data!

Connect Via **a** Receiver
Unit Type **b** ● Logger   ○ Repeater
Setting Way **c** ● Near   ○ Far
Unit ID (last **d** digits of serial #)
Name **e**
Location **f**
Temp Units   °F
Status **g** Active
Push to Start **h** No
Sample Rate **i** Minutes 5
              Seconds 0
Transmission Frequency **j** ○ 5 Minutes
                              ○ 10 Minutes
                              ● 15 Minutes
Next Calibration Date 05/21/08
Alarm temperature **k**   Alarm humidity **k**
Min -40   Min 0
Max 302   Max 95
Alarm Delay **l** 1   Alarm Delay **l** 1
(in minutes)   (in minutes)

Save Changes & Start   Cancel

4. The Logger/Repeater installation screen requires the following information (go to page 6 for detailed descriptions of logger setup fields):
   a. Connect Via: Tells the logger where to send its signal. Leave on Receiver
   b. Unit Type: Logger = Sensor
   c. Setting Way: leave at near
   d. Unit ID: Last 4 digits of serial number (can be alpha and/or numeric).
   e. Name: Any name you wish to give a logger: Alpha/numeric field 15 characters.
   f. Location: Location description of where logger is to be placed: Alpha/numeric field 15 characters.
   g. Status: Active
   h. Push to Start:
      i. No: Logger will automatically start logging once logger is setup.
      ii. Yes: Will delay logging till push to start button on Logger is pressed. Logger Status Screen will display "no data" until Push-to-Start button is pressed and Logger sends signal based on Transmission Frequency
   i. Sample Rate: Select a sample rate between 30 seconds and 15 minutes in 1 second intervals.
      Sample Rate can not exceed Transmission Frequency
   j. Transmission Frequency: Select 5, 10 or 15 minutes (tells the Loggers how frequently to send the data to the receiver
   k. Alarm Temp/Humidity: Set min and max alarm conditions for logger if desired.
   l. Alarm Delay: If desired an alarm delay of up to 999 minutes can be set.

5. Once screen is complete, click on "Save Changes & Start".

6. A window will pop up "Turn on Logger and click OK". Turn on the logger via On/Off switch located on the bottom of the logger (slide switch to the right - Red LED will blink) and click on the OK button.
   Note: The logger must be turned on before OK is clicked or the logger will not install.

7. Wizard software will search for logger and tell you when it has been installed.

8. The logger now shows up in the Wizard logger table and can be placed at the desired logging location. Signal Sensor is recommended for proper location of Loggers and Repeaters. See Signal Sensor.

9. NOTE: If the logger will not install (Logger Not Found) please do the following:
   a. Did the LED flash Red when the logger was turned on?
      i. NO: Replace the batteries and try again
      ii. YES: Try the steps below again.
         a. Stay in Logger Setup screen.
         b. Double check Unit ID. Should match last 4 digits of serial number.
         c. Turn the logger off (LED's should not be lit).
         d. Click on SAVE CHANGES AND START button.
         e. Wait for the pop up "Turn on Logger and click OK".
         f. Turn on logger and make sure the Red LED flashes. If the Red LED does not flash, please replace batteries.
         g. Click OK on the pop up window.
         h. The logger should install. If it does not the batteries might be low on power. Replace batteries and try again.

Red LED
Push-to-Start Button
Battery
On/Off Switch

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Installing Repeaters

1. If a logger is found to be out of range by the Signal Sensor, will be more than 100 feet from the receiver, or if there are several signal obstacles between the receiver and logger, a repeater can be installed between the receiver and logger.

2. Insert two AA batteries (included with instrument) into battery compartment on back of unit.

3. Plug in AC adapter to Repeater.

4. From the Wizard Logger Status Screen click on SETUP and ADD Logger.

5. The Repeater installation screen is the same as the logger installation screen but only requires the following information (go to page 5 for detailed descriptions of logger setup fields):
    a. Unit Type: Select Repeater
    b. Unit ID: 4 character alpha/numeric ID number on back of logger case.
    c. Name: Any name you wish to give a logger: Alpha/numeric field 15 characters.
    d. Location: Location description of where logger is to be placed: Alpha/numeric field 15 characters.
    e. Status: Active

6. Once screen is complete, click on SAVE CHANGES AND START button.

7. A window will pop up "Turn on Logger and click OK". Turn on the Repeater via On/Off switch located on the bottom of the case (slide switch to the left). Green LED will blink, Red LED will remain solid. Click on the OK button.

8. Wizard software will search for the repeater and tell you when it has been installed.

9. The Repeater now shows up in the Wizard logger table and can be placed at the desired logging location.

10. If the Repeater did not install, make sure the Repeater was turned on before the OK button was pressed and that the Logger ID matches the last 4 characters of the serial number.

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Modify Logger/Repeater Network

Once a Repeater has been installed existing loggers can be modified to send data to the receiver via the repeater.

The Logger/Repeater must be brought to the base PC.

1. From the **Status Screen**, right click on the target logger/repeater and select Edit. If you are in Logger Setup Screen, double click on Logger to edit
2. The Edit Logger window will pop up.
3. Change Setting Way to Near
4. Change Logger Status to Inactive
5. Save Changes and turn off logger/repeater
6. Open Edit Logger window again for same logger
7. Change Setting Way to Near
8. Change Connect Via from Receiver to the target Repeater
9. Change Logger status to active
10. Click on SAVE CHANGES AND START
11. A window will pop up "Turn on Logger and click OK" turn on logger and press OK.

Note: More than one repeater can be linked together to extended the range of the network.

Setup Screen Definitions

1. **Connect Via**: Allows you to tell the logger where to send its signal to. If you are using repeaters, you can tell the logger to send its data to a specific repeater or directly to the receiver.
2. **Unit Type**: Tells the software if a repeater or logger is being installed.
3. **Setting Way**: Near (recommended) - the Logger or Repeater is next to the PC during setup or edit so that you can turn the unit on within a few seconds of being instructed by the Wizard software; Far – the logger/receiver has been placed in the logging location and is not next to the PC. Setup and recognition of the logger/receiver will take longer in these cases. The Logger Status screen will display "no data" while waiting for communication from the Logger or Receiver.
4. **Unit ID**: A 4 digit alpha numeric ID# on the back of the Logger case.
5. **Name**: Any name you wish to give the device to help identify it.
6. **Location**: Where the device should be placed.
7. **Temp Loggers**: All devices will either read temperature in F or C. This can be changed under Tools/System Settings.
8. **Status**: This should read Active for any newly installed device. Change a device to Inactive when it is taken out of service.
9. **Push to Start**: Loggers only. Setup logger, but delay logging until the device is placed in logging location and the start button on the back of the unit has been pressed..
10. **Sample Rate**: Loggers only. User can determine in minutes & seconds how frequently samples are taken. Sample rate can range from 30 seconds to 15 minutes in 1 second intervals.
11. **Transmission Frequency**: Loggers only. Tells the logger how frequently to send logged data.
12. **Next Calibration Date**: Loggers only. Due date of next calibration.
13. **Alarm Temperature/Humidity**: Set Min and Max alarm limits for each sensor.
14. **Alarm Delay**: Loggers only: Delays alarm notification in minutes.

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Uninstallation

1. Loggers and Repeaters can not be uninstalled from the Wizard Software. If a Logger is returned for calibration or a Logger or Repeater is taken out of service, Edit the affected unit and change Logger Status to InActive.

2. The Receiver can be uninstalled and reinstalled without affecting existing network status or saved logged data.
   a. Uninstalling Receiver (receiver must be on and connected via USB):
      i. Start, Control Panel, System, Hardware, Device Manager
      ii. Click on Ports (COM & LPT)(3)
      iii. Opens to reveal Dickson Wireless Receiver
      iv. Right Click – Uninstall
      v. If you want to reinstall the Receiver, follow steps in section 2 above.

3. The Software can be uninstalled and reinstalled with out affecting installed Loggers and Repeaters (the Receiver should be uninstalled and reinstalled along with the software. Saved logged data will not be affected.
   a. Uninstall Software
      i. Start, Control Panel, Add or Remove Programs
      ii. Click on Dickson Wireless and Click on Change/Remove
      iii. An uninstall utility will pop up. Select Uninstall – follow commands

Software Summary

Wizard Software is user friendly and feature packed. (see page 5 for detailed description)

1. Logger Status Screen:
   a. View all installed loggers and repeaters
   b. Alarm Conditions for: Low Battery, Min/Max Alarm, Calibration Due, Lost Transmission
   c. Displays: Current/Min/Max Readings, Active Status, Battery Level and Calibration Due Date
   d. Right Click on any logger in the table to view logged data in a Graph, Table or Edit logger setup

2. Graph Mode:
   a. Allows for multiple loggers to be viewed on one graph.
   b. Multiple graphs can be opened and viewed at the same time.
   c. Easy export to Excel, save as .jpg or print.
   d. Quick reference of summary data.

3. Table Mode:
   a. Multiple tables can be opened and viewed at the same time.
   b. Easy export to Excel

4. Structure Screen:
   a. View relationship between Receiver, Repeaters and Loggers

5. Setup:
   a. View all installed Loggers and Repeaters
   b. Edit Logger Setup
   c. Add new Loggers/Repeaters

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Software

1. Status Screen

a. View real time status of all Loggers and Repeaters.
b. Right click on any Logger to view logged data in a Graph, Table or Edit Logger setup
c. Data included in the table:
   i. Name: Name of Logger
   ii. Location: Location of Logger/Repeater
   iii. Last Transmission: Date and Time of last transmission. Will show in red if communications with a logger or repeater are lost. Will display "no data" if logger is waiting for push-to-start or setup with Setting Way of Far and unit has not yet made first transmission.
   iv. Current Temp/RH: Most current reading displayed
   v. Minimum and Maximum Temp/RH: Displays Min/Max readings taken since logger was activated or since Min/Max was reset. Out of range conditions will show in red.
   vi. Reset Min/Max: Min/Max readings can be reset by clicking on the box in the column.
   vii. Battery Level: A battery level of Good or Low will display. A Low reading will show in red and batteries should be changed.
   viii. Calibration Due Date: The calibration due date is 6 months from the last date of calibration. An item due for calibration will display the due date in red. The Calibration Due Date can be modified in the Logger/Repeater Edit screen.
   ix. Status: All units should show as Active unless taken out of service and made InActive by the user.
   x. Clear Alarm: Box will show in red when any of the alarm conditions shown below exist. Clicking on the box will temporarily clear the alarm until the next transmission.
d. Alarm Conditions:
   i. Lost Transmission
   ii. Low Battery
   iii. Calibration Due
   iv. High/Low Alarm
e. Sort table by clicking on any column header.
f. Alarm Conditions automatically move to the top of the table.

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2. Logger Setup Screen:

Name	Location	Logger ID	Min Alarm Setting		Max Alarm Setting		Alarm Delay		Last Modified	Status
			Temp	RH	Temp	RH	Temp	RH		
Logger A	desk	6013	-40	0	302	95	1	1	11/21/07; 10:12:13	Inactive
Logger B	file cabinet	600B	-40	0	70	95	1	1	11/21/07; 10:12:33	Active
Repeater A	table	1006							11/21/07; 10:04:45	Active

a. View a setup summary of all Loggers and Repeaters
b. Double click on any Logger or Repeater to Edit Setup
c. Add Logger button brings up Add a New Logger window

3. Add a New Logger Window:
a. Add/Edit a Logger or Repeater
b. Summary of Fields:
i. Connect Via: Allows you to tell the logger where to send its signal to. If you are using repeaters, you can tell the logger to send its data to a specific repeater or directly to the receiver.
ii. Unit Type: Tells the software if a repeater or logger is being installed.
iii. Setting Way: Near (recommended) - the Logger or Repeater is next to the PC during setup or edit so that you can turn the unit on within a few seconds of being instructed by the Wizard software; Far – the logger/receiver has been placed in the logging location and is not next to the PC. Setup and recognition of the logger/receiver will take longer in these cases. The Logger Status screen will display "no data" while waiting for communication from the Logger or Receiver.
iv. Unit ID: A 4 digit alpha numeric ID# on the back of the Logger case.
v. Name: Any name you wish to give the device to help identify it.
vi. Location: Where the device should be placed.
vii. Temp Loggers: All devices will either read temperature in F or C. This can be changed under Tools/System Settings.
viii. Status: This should read Active for any newly installed device. Change a device to Inactive when it is taken out of service.
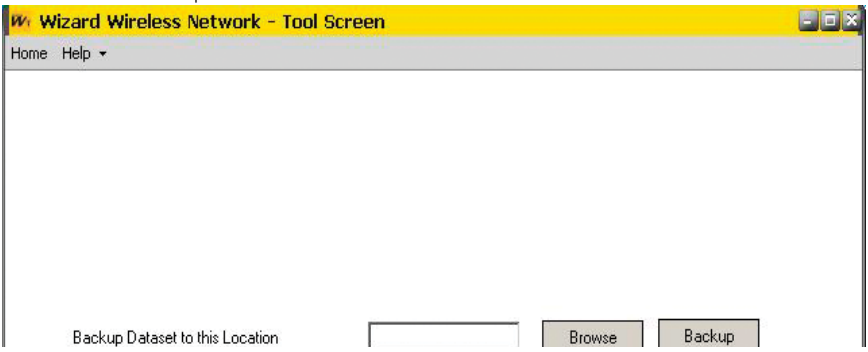
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ix. Push to Start: Loggers only. Setup logger, but delay logging until the device is placed in logging location.

x. Sample Rate: Loggers only. User can determine in minutes & seconds how frequently samples are taken. Sample Rate can range from 30 seconds to 15 minutes in 1 second intervals. The Sample Rate selected can not exceed the Transmission Frequency selected. For example a Sample Rate of 7 minutes can not have a Transmission Frequency of 5 minutes. Must select 10 minutes.

xi. Transmission Frequency: Loggers only. Tells the logger how frequently to send logged data. User can select intervals of 5, 10 or 15 minutes

xii. Next Calibration Date: Loggers only. Due date of next calibration. Can be modified by the user.

xiii. Alarm Temperature/Humidity: Set Min and Max alarm limits for each sensor.

xiv. Alarm Delay: Loggers only: Delays alarm notification in minutes. Alarm starts after transmission.
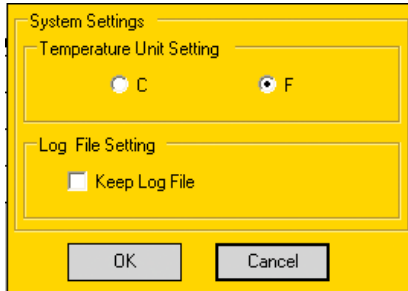
4. Structure:
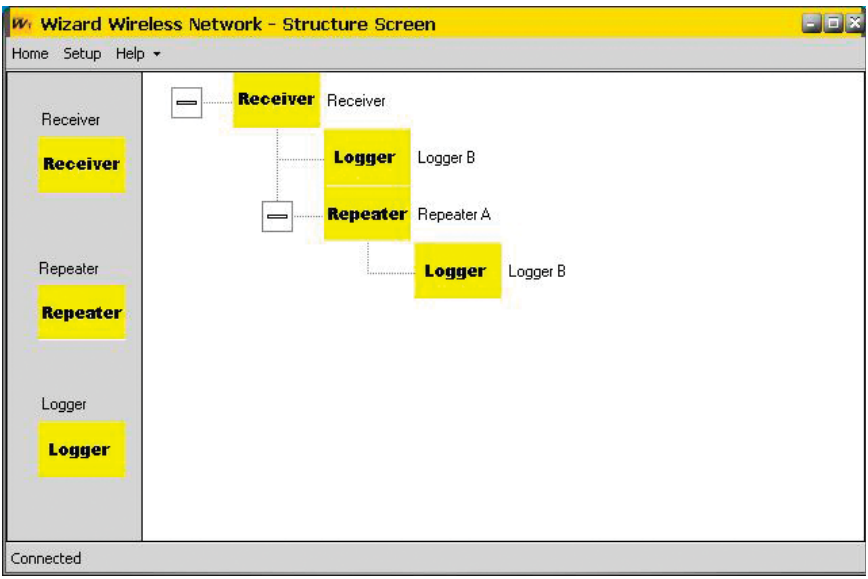
a. This screen displays the relationship of all Loggers and Repeaters to the Receiver.
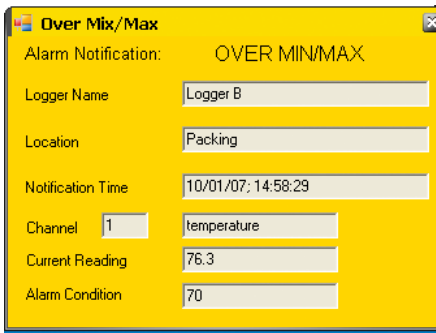
5. Tools/Dataset Backup:

a. A copy of the database (all logged data) can be stored in another location – recommended.

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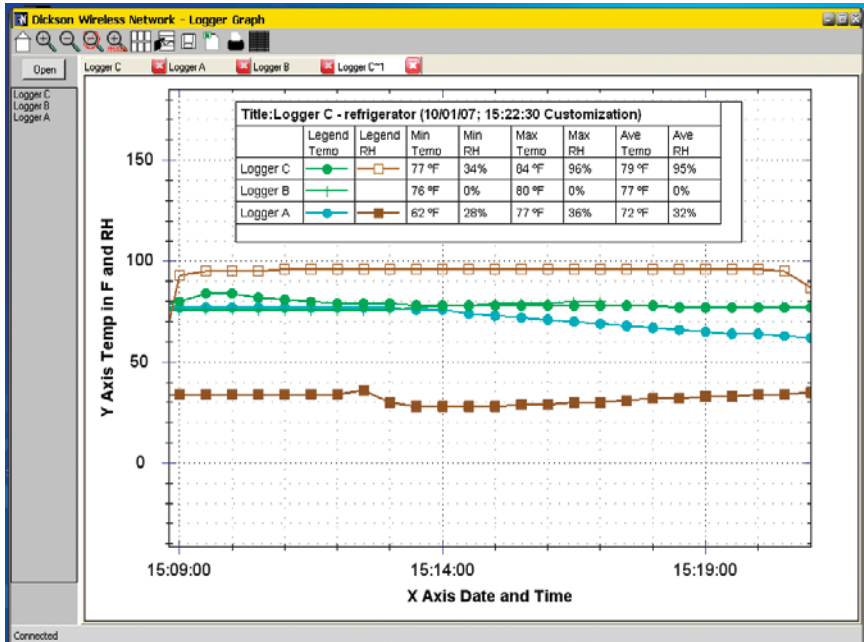Warranty/ Factory Service Returns

6. Tools/System Settings:

a. Changes temperature units between F or C
b. Creates a log file of all Wizard activity. This feature takes up a lot of memory and is not recommended unless required by the user.

7. Alarm Pop-Up appears when unit is out of range or communications have been lost.

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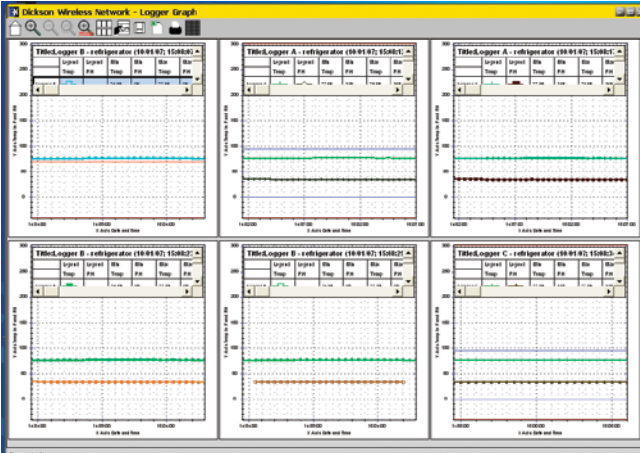
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8. Graph:

NOTE: Graphed data does not update with most current readings. Real time data can be viewed in the Status Screen.

a. View logged data in a graph by right clicking on any logger on the Status Screen and selecting Graph.

b. A column of all loggers will appear on the left side of the screen. Multiple loggers can be viewed on the same graph:

   i. Select each logger while holding the CNTL key. Click on Open to see selected logger on the same graph.

c. More than one graph can be opened at a time. Tabs across the top of the graph area will show all open graphs.

d. Zoom: Zoom In/Out, UnZoom and Zoom by Date. The logged data can also be dragged from right to left to scroll back and forth through time.

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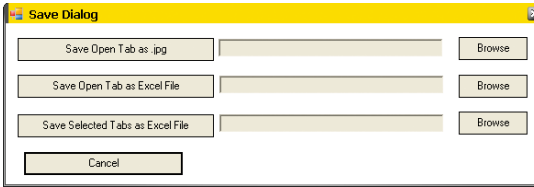
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e. All open graphs can be viewed at the same time in tile view.

f. Graph titles, font type, Axis scales, and Line and Point styles can be customized for a graph.
g. A single graph or multiple graphs can be saved as: .jpg or Excel files.

h. Graph(s) can also be exported directly to Excel.
i. Graph(s) can be printed.
j. All loggers open in graph view can be viewed as a table.

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9. Tables:

a. View logged data in a table by right clicking on any logger on the Status Screen and selecting Table
b. A column of all loggers will appear on the left side of the screen. Only one logger can be viewed in a table at one time, but multiple tables can be opened at the same time.
c. The tabular data does not update as new logged data is received from the logger, but the Logger summary table to the right does.
d. All open tables can be viewed at the same time in tile view.
e. Tabular data can be saved as an Excel file
f. All open tables can be viewed in graph view

FCC ID

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received,

including interference that may cause undesired operation .

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Accessories (for current pricing go to www.dicksondata.com or call 1-800-323-2448)

Calibrations

NIST Traceable Calibration 3-pt (new unit)	**N300**
NIST Traceable Calibration 1-pt (new unit)	**N100**
A2LA Accredited Calibration 3-pt. (new units)	**N400**

Troubleshooting

For troubleshooting information, click **here** for the technical support page or **here** for the Wizard FAQ's.

Calibration Services - New Units

N100 - NIST Traceable Calibration 1-Point: Includes documentation to one Dickson pre-selected point on new units only.

N300 - NIST Traceable Calibration 3-Point: Includes documentation of three Dickson pre-selected points (a high, medium, and low) on new units only.

N400 - Deluxe A2LA Accredited NIST Traceable Calibration 3-Point: ISO Guide 25/A2LA Documentation of 3 pre-selected points of as found data before and after calibration for Dickson temperature and/or humidity instrumentation on new units only.

N995 - NIST User Selected Temperature Points: Documentation of one customer specified point. Should be selected in addition to one of the above calibration options.

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Warranty

Dickson warrants that the products it sells will be free from defects in material and workmanship under normal use and service for a period of twelve months after delivery. In the event of a claim under this warranty, the product or part must be returned to the factory for repair or replacement (shipping pre-paid) with a Return Authorization Number (see Return Information above). It will be repaired at Dickson's option without charge. This warranty DOES NOT cover routine calibration, pen, chart and battery replacement. The foregoing warranty and remedy are exclusive and in lieu of all other warranties either expressed or implied. Dickson shall not be liable for consequential or incidental damages resulting from failure or malfunction of its products. Dickson makes no warranty for products not manufactured by it or for any products modified by buyer, or subject to misuse or neglect.

Factory Service & Returns

Contact the factory (630-543-3747) for a Return Authorization (RA) Number before returning any instrument. The model number, serial number and a purchase order number will be requested before an RA number is issued.

- Carefully repack the instrument, label the outside of the box with the RA# and return the instrument (freight pre-paid) to Dickson.
- All instruments that do not have the RA# clearly marked on the outside of the box will be refused. When returning instruments for credit, please include all accessories in shipment.
- Calibration/Freight charges are non-refundable.

NOTE: Dickson shall not be liable for consequential or incidental damages resulting from failure or malfunction of its products.

Customer Satisfaction
Dickson takes pride in providing you, the customer, with the highest quality instrumentation. We welcome the opportunity to help you in any way possible. Whether it be a question or a new idea in documentation, the Dickson Company would like to hear your response. Please call our Customer Service Department at 1-800-323-2448 or (630) 543-3747 (in Illinois).

Software Return Policy
IMPORTANT-Read your Software License Agreement carefully before installing software. DIckson will accept returns for replacement of defective disks and CDs only.

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35 Vantage Point Drive // Rochester, NY 14624 // Call 1.800.800.5001

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