

Pocket Scales

Gem Testers

Accessories

DALMAN™



Selling Miniscales since 1989

Miniscales

Table-Top Scales

Gold Testers

November 2013

### ***YOUR GOLD OR GEM TESTER IS NOT WORKING ???***

Here are some suggestions and advice on what action to take if your tester has ceased to function properly. The manufacturer's warranty is covered for 3 years however there are certain exclusions. So before returning your tester and spending money on postage please go through the following points:

1) **Batteries**

Check whether the tester needs new batteries and if so replace them. Be careful to properly insert the batteries in the correct manner. .

2) **Abuse or Lack of Care**

If the tester has lacked TLC, has a broken nib, has lost its battery cover, has batteries that have been allowed to leak, is rusty having been immersed in water; these are not the fault of the manufacturer and are not covered by warranty. In future there will be a charge for nib replacement for gem testers and for repairing damaged wells of gold testers (see charges).

3) **Incorrect use of Testers**

Is the tester being correctly used and are the manufacturers' instructions being followed?

For Diamond Testers, has the control knob been set for the correct size of stone. Also has the stone been properly cleaned. A stone that has been touched by hand carries traces of natural oils and doesn't therefore test correctly.

For Gold Testers has the piece of gold been rubbed with the eraser to remove the thin coating of gold on a base metal object.

4) **Supplier**

Check the sales receipt to confirm that the tester in question came from us and check the date to ensure that it is less than three years old.

5) **Finally**

Having checked all of the above points and you still have a problem, then send the tester and the sales receipt back to us at your cost. We will then check it and report back to you as quickly as possible.