

FAQ: CYPRES Maintenance turns from mandatory to highly recommended

1) How will the “recommended maintenance” work take place in the future? (and how does it differ from the old “mandatory” maintenance work?)

Technically and procedurally everything remains the same. Only the legal status has changed. Therefore the maintenance should be done at the 4 and 8 year mark, plus or minus 6 months. Airtec highly recommends to make use of the maintenance and to benefit from all the advantages.

2) How much will the new “recommended maintenance” cost me?

The costs remain unchanged. It is the same flat rate price as for the previous “mandatory” maintenance work. If the maintenance is timely done, the warranty will be extended for the next 4 years.

3) Is there a possibility to have maintenance performed already after 1, 2 or 3 years?

No, there is no such possibility. The first maintenance at the earliest can take place after 3.5 years. The window for the first 4-year-maintenance begins 3.5 years and ends 4.5 years after the date of manufacture (DOM). The window for the second 8-year-maintenance begins 7.5 years and ends 8.5 years after the DOM.

4) What happens if a unit is used without maintenance beyond the maintenance window and then sent in for maintenance?

We will still do it. The extended time of use and the extended time of not being improved may increase the necessary work. We might be able to do it for the flat fee. If not we will email a cost estimate.

5) Is there a need to replace the battery if the 2016 CYPRES is not sent in for maintenance?

We do not expect the need for a battery replacement for those units.

6) Is there a maintenance date notification in the CYPRES units, which applies for the recommended maintenance?

Yes, there is. The CYPRES units show the maintenance date or a reminder for a short period during the selftest. Airtec highly recommends to make use of the maintenance and to benefit from all the advantages.

7) Is there a simple way to determine the serial number and find out about the date of manufacture (DOM) of my unit?

Yes there is. It is like with every CYPRES 2. After the self-test has been performed and a zero has appeared on the display, immediately push down the button, keep it pressed and watch.

8) Is there a further change for the user in addition to the above mentioned points?

Yes there is. The warranty period was two years. It is four years now. When the 4-year-maintenance is timely performed Airtec extends the warranty till the end of the next maintenance cycle. After the 8-year-maintenance is timely performed Airtec extends the warranty till the end of the 12.5 year life.