



MOISTURE ANALYZER OPERATION MANUAL

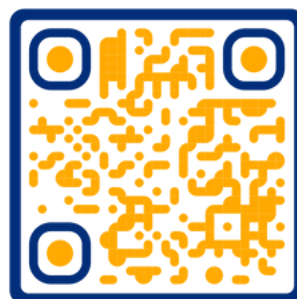


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INTRODUCTION

The NYAD 101T SERIES MOISTURE ANALYZERS have the following features:

a) Three selectable units of measurement:

- 1. Dew point in °C.
- 2. Dew point in °F.
- 3. Concentration parts per million by volume (ppm).

Note: Concentration can also be configured to read in lbs per million standard cubic feet (lbs/MMSCF).

b) Two adjustable alarm points.

c) Analog output (0-5VDC or 4-20mA) with adjustable zero and span.

Other available analog outputs (0-1 VDC and 0-10 VDC) and digital output (RS232 or RS485)

d) An adjustable pressure constant for correcting concentration units (ppm) for sample operating pressure

e) Selectable field calibration. This calibration (CAL) feature allows for calibration in the field against a known standard.

f) A selectable diagnostic tool. The moisture sensor's signal frequency is displayed for diagnostic purposes.

The NYAD MOISTURE PROBE contains a solid-state memory. Each individual probe has unique calibration data. This calibration data is programmed into the probes memory. When a probe is connected to an instrument and power is applied, this calibration data is automatically transferred into the instrument's data memory.

This feature allows any NYAD SERIES 50B probe to be used with any NYAD SERIES 101T instruments - an important feature when recalibration is required or when multipoint measurements are to be made.

NOTE: FACTORY RECALIBRATION OF THE PROBE IS RECOMMENDED EVERY TWELVE MONTHS.



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INSTALLATION

A) The moisture probe may be installed directly into the sample stream through a ½ inch NPT adapter. The depth into the sample stream can be adjusted at initial installation before cinching the compression fitting.

When installation into the sample stream is impractical or not advisable (for reasons of high temperature or when installation of protective filter (coalescing or similar) are required, then the moisture probes may be installed in bypass flow cells (see Fig.1). When moisture probes are installed in bypass flow cells, the sample flow rate should be set between 250 and 500 cc per minute.

B) Connect the signal cable from the instrument to the mating connector on the probe.

Note: The probe can be installed using a maximum cable length of fifteen (15) feet. If a greater length of cable is required, up to a maximum of one thousand (1,000) feet. Please refer to Use of Non Standard Probes section in manual.

C) Connect the instrument to a voltage source.

Note: Instruments are configured with 115 VAC and 220 VAC. Other specific voltage source is available. ENSURE THE CORRECT VOLTAGE IS APPLIED. CONNECTING TO A VOLTAGE OTHER THAN THAT SPECIFIED MAY CAUSE DAMAGE.

D) Turn on the power switch. The NYAD SERIES 101T MOISTURE ANALYZER will cycle through its startup routine. The routine is complete when an LED, above the display, illuminates indicating the currently selected operating units and the current moisture measurement is displayed.

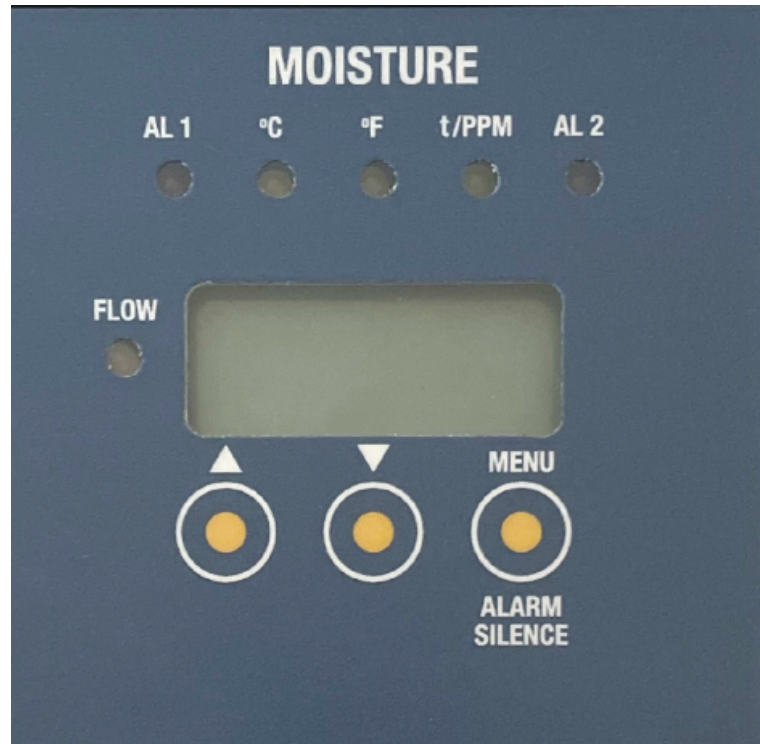
STARTUP ROUTINE

After the instrument and the probe have been installed, connected and power applied, the instrument will proceed through it's startup routine with the display and indicating LED's stepping through the following sequence.

Note: Each step is displayed for approximately one second.

A)	All display segments ON – all LED indicators ON. This tests the display and LED's to ensure all are working.
B)	"NYAD" is displayed
C)	Operating System Version
D)	"EE 2" is displayed: Indicates processor trying to read external memory for probe calibration data. If data is found in memory EE 2 on the display, proceed to step 3.7. If no external memory is found on the display, proceed to step 3.5.
E)	"EE 1" is displayed: Indicates processor trying to read redundant internal memory. If no data is found there, the processor loads to internal memory.
F)	"INT" is displayed: Indicates all operating data is being taken from internal memory. This will be followed by the internal memory default "9999".
G)	"A four figure number is displayed: This is the last four digits of the serial number of the moisture probe that has it's calibration data transferred into the instrument data memory.
H)	"Erop" is displayed: Indicates output is out of range. See "Setting Analog Output "OUT" (oPHi and oPLo).

On completion of the startup routine the measured moisture value is displayed in units of Dew point either °C, °F, or concentration PPM, indicated by one of the three yellow LED's located directly above the display panel. If any alarm condition exists, this will be indicated by one or both of the red LED's (Al 1 or Al 2) being illuminated. The alarm condition will indicate six seconds after the measured value is displayed.



FRONT PANEL CONTROLS

These switches control the following:

1) UP ▲ / DOWN ▼

CHANGES SELECTED FUNCTION

- a) Displayed Units (°C, °F or PPM)
- b) Alarm Setpoints
- c) Toggle Hi and Lo
- d) Analog Output Span
- e) Pressure constant (PPM only)
- f) Calibration Correction Factor

FRONT PANEL CONTROLS cont..

2) MENU

1) DEPRESS ONCE	ALARM 1	"Al 1" for 1 second, then setpoint displayed. See menu section for changing "Al" setpoint.
2) DEPRESS TWICE	TOGGLE FUNCTION	"Al 1t" for 1 second, then setpoint displayed. See menu section for changing "Al 1t" setpoint.
3) DEPRESS THREE TIMES	ALARM 2	"Al 2" for 1 second, then setpoint displayed. See menu section for changing "Al 2" setpoint.
4) DEPRESS FOUR TIMES	TOGGLE FUNCTION	"A2 2t" for 1 second, then setpoint displayed. See menu section for changing "A2 2t" setpoint.
5) DEPRESS FIVE TIMES	ANALOG OUTPUT "Hi"	"oPHi" for 1 second, then the Hi value (Hi corresponds to span on analog range). See menu section for changing "Hi" values.
6) DEPRESS SIX TIMES	ANALOG OUTPUT "Lo"	"oPLo" for 1 second, then the Lo value (Lo corresponds to zero on analog range). See menu section for changing "Lo" values.
7) DEPRESS SEVEN TIMES	PRESSURE OUTPUT	"CON" use only if PPM concentration selected See menu section for changing "CON" value.
8) DEPRESS EIGHT TIMES	CALIBRATION FUNCTION	"CAL" for field calibration. See menu section for changing "CAL" value.

3) POWER

Power On – Off.

OEM Model MA-120N does not have power switch on front panel.

MEASURING MOISTURE VALUE

The current units being measured are displayed and indicated by the illuminated yellow LED located above the display panel.

Each time the instrument is powered up, the units indicated and displayed are the units that were in service at the time the instrument was powered down.

a) To change unit selection:

- 1) Momentarily depress UP/UNITS. The LED indicators will sequence through °C, °F, and PPM, until the desired units are reached. ****(If no LED's are illuminated, the four-figure number displayed is the frequency corresponding to the measured value. This is used for diagnostic purposes).

SETTING ALARM POINTS ("Al 1 and Al 2")

The analyzer has two alarm indication points, Al 1 and Al 2, indicated by the red LED's located above the display.

All units have two alarm relays as standard (SPDT) 1A @ 120V. There are no signal or voltage through the relays, just open contacts. The alarm relays are energized when the measured value of moisture exceeds the setpoint value of Al 1 and Al 2 for a sustained period of about six seconds.

a) Find the current Alarm Setpoint values for the selected units

- 1) Momentarily depress MENU once "Al 1" will be displayed, this will be followed, in one second, by the alarm 1 setpoint value. If no change is made to the setpoint, then in six seconds "DISP" will flash followed by the measured moisture value
- 2) Momentarily depress MENU three times "Al 2" will be displayed, this will be followed, in one second, by the alarm 2 setpoint value. If no change is made to the setpoint, then in six seconds "DISP" will flash followed by the measured moisture value.

SETTING ALARM POINTS cont..

b) Changing Alarm Setpoints:

- 1) Depress MENU switch momentarily until "A1 1" is displayed followed by alarm 1 setpoint value. To increase the value, press UP, to decrease press DOWN. A momentary press and release will change the value by one unit. A press and hold will scroll the value until the switch is released. When desired value is reached, no further action is necessary.
- 2) After six seconds, the display will return to the measured moisture value and the new alarm setpoint will be placed in memory.
- 3) Depress MENU switch momentarily until "A1 2" is displayed followed by the alarm 2 setpoint value. Proceed as listed above in a) and b) to find or change the value of alarm 2 setpoint.

c) Toggle Function: The Nyad Series 101T moisture analyzer is quipped with a toggle function ("A1 1t" and "A2 2t"). Set this for Hi when alarm is to detect increasing moisture and Lo when detecting decreasing moisture.

d) To determine the current settings for "A1 1t and A2 2t"

- 1) Depress MENU two times "A1 1t" will be displayed, then in one second, Hi will be displayed. Use the UP/UNITS DOWN switch to toggle from Hi to Lo.
- 2) Depress MENU four times "A2 2t" will be displayed, then in about 1 second, Hi will be displayed. Use the UP/UNITS DOWN switch to toggle from Hi to Lo.

Important Note: Alarm setpoints are set in the units in service, (°C, °F, or PPM) at the time of making setpoint selection and are unique to those units and independent of other units.

For example: If a change has been made to A1 1 setpoint value, from the default value of -60 °C (for default values see Section 10), to a value of -100°C, the A1 1 value in °F will remain at the default value of -80 °F.

SETTING ANALOG OUTPUT ("OPHI AND OPLO")

All analyzers feature an analog output. On standard units, this output is configured as 0-5 VDC and 4-20mA. Other analog outputs and digital outputs are available and can be factory set as 0-1 VDC or 0-10 VDC and RS232 or RS485. The analog output is linearly proportional to the measured moisture value.

- a) To find the current Analog Output Zero and Span settings for the selected units:
- 1) Momentarily depress MENU five times "oPHi" will be displayed followed, in one second, by the current span value corresponding to 5VDC or 20mA Depress MODE again, "oPLo" will be displayed, in one second, by the current zero value corresponding to (0 VDC or 4mA).
 - 2) If no change is required, in about six seconds "DISP" will be displayed and return to the current measured moisture value.
- b) To Change the Analog Output Zero and Span settings for the selected units:
- 1) Momentarily depress MENU five times "oPHi" will be displayed followed, in about one second, by the current "Hi" value corresponding to 5 VDC or 20mA. To increase the value, press UP, to decrease press DOWN. A momentary press and release will change the value by one unit. A press and hold will scroll the value until the switch is released.
 - 2) Momentarily depress MENU six time "oPLo" will be displayed followed by the current "Lo" value corresponding to 0 VDC or 4mA. To increase the value, press UP, to decrease press DOWN. A momentary press and release will change the value by one unit. A press and hold will scroll the value until the switch is released.
 - 3) After changes are made, in six seconds, "DISP" will flash followed by the current measured moisture value

AUDIBLE ALARM FEATURE

- 1) To silence alarm, depress ON/OFF switch. This switch is to silence the alarm only. To power unit on and off, refer to the front panel on/off switch.
- 2) The audible alarm is setup to sound when it exceeds the desired setpoint value. You have the option to set either AL 1 or AL 2 as your Lo or High alarms.

Note: The two-channel moisture and carbon monoxide monitors share the same power. For this reason, the moisture monitor must be powered on for the CO audible alarm to sound.

Digital Output

The user has a choice of format either RS-232 or RS-485. The RS-232 option can be accessed from a standard DB-9 connector on the rear panel for example MA160T and the RS-485 version uses a 5 pin Amphenol connector also located on the rear panel. The pinout of the RS-485 connector is shown below:

For convenience, a short cable can also be provided that brings the output to a three-position terminal strip.

To activate the digital output, selection is made from the front panel of the instrument. Turn on the POWER switch, then press the MENU button six times. The display will show PORT. Next press the UP switch and Select 0485 by pressing MENU. For RS-232, select 0232.

The digital output is now activated and a constant data stream will be sent every second with the following information:

Data Output format:

\$UNITS, Display data, Output, ALARM1, ALARM2, ERROR#1, Line_checksum<CR><LF>

Example: \$CO, 1.4, 0.238, 0, 0, 0, 1177

SETTING THE PRESSURE CONSTANT ("CON")

To establish moisture content in terms of concentration ppm, the operating pressure of the sample must be known and factored into the appropriate calculation.

The operator programs the known system operating pressure into memory and thus reads ppm directly.

The factory setting for pressure constant is set assuming operation at atmospheric pressure of 15 psia (14.7 to the nearest integer).

If the sample pressure is different from 14.7 psia, then the value can be changed using the following procedure.

a) To find the current pressure constant:

- 1) Momentarily depress MENU seven times. "CON" will be displayed followed in one second by the current pressure constant. If no change is made to the pressure constant then in six seconds "DISP" will flash followed by the current measured value.

b) To change the current pressure constant:

- 1) Momentarily depress MENU seven times "CON" will be displayed followed in one second by the current pressure constant value. To increase pressure constant value, press UP, to decrease press DOWN. A momentary press and release will change the value by one unit. A press and hold will scroll the value until released. When the desired value is reached, no further action is necessary.
- 2) After six seconds "DISP" will flash and return to the measured value of concentration in units of ppm and the new pressure constant will be in memory.

CALIBRATION FEATURE ("CAL")

This feature allows the analyzer to be calibrated in the field by permitting the operator to program a calibration correction factor into memory.

To use this feature, compare the Dew point indication of the instrument, in °C against a standard.

Note: When the "CAL" feature is selected the value displayed is always in °C irrespective of the units indicated.

This standard can be a second calibrated instrument measuring the same sample or certified calibration gas of known dew point.

Note: If a certified calibration gas is used, the NYAD Moisture Probe should be exposed to the calibration gas for at least one hour in a flow stream of about half a liter per minute.

All instruments are factory set with a "0" correction factor. If, on comparison with the standard, a discrepancy between the standard and the measured moisture value is observed, then a calibration correction factor can be programmed into memory as follows:

- a) To find the current calibration correction factor:
 - 1) Momentarily depress MENU eight times "CAL" will be displayed followed in one second by the current correction factor. If no change is made to the correction factor, then in six seconds "DISP" will flash followed by the current measured moisture value.
- b) To change the current calibration correction factor:
 - 1) Momentarily depress MENU eight times "CAL" will be displayed followed in about one second by the current calibration correction factor. If the indicated dew point is higher (wetter) than the standard, then the dew point needs to be lowered by the difference

CALIBRATION FEATURE ("CAL") cont..

Example: If the standard dew point is -40°C and the NYAD Series 101T indicates -38°C , the indicated dew point needs to be lowered by 2°C . If the current correction factor is 0, change the factor to -2 by depressing DOWN. Indicated dew point should now read -40°C .

If the indicated dew point is lower (drier) than the standard, then the dew point needs to be raised by the difference.

Example: If the standard dew point is -40°C and the NYAD Series 101T indicates -42°C the indicated dew point needs to be raised by 2°C . If the current correction factor is 0, change the factor to $+2$ by depressing UP. Indicated dew point should now read -40°C .

Momentarily depress MENU once, the new calibration correction factor will be entered in memory. "DISP" will flash followed by the new corrected measured dew point.

DEFAULT UNITS

NYAD SERIES 101T MOISTURE ANALYZERS are preset at the factory with the following default values:

FUNCTION	°C	°F	PPMV	FREQUENCY (HZ)
AI 1	-60	-80	10	1000
AI 2	0	32	100	7000
oPLo	-80	-100	0	0
oPHi	0	32	100	0000
CON	14.7	14.7	14.7	14.7
CAL	0			

MAINTENANCE

Primary maintenance to the Nyad Series 101T Moisture Analyzer is the routine recalibration of the moisture probe. Factory recalibration should be carried out every twelve months.

Although field calibration is available as a temporary measure, as described in Section 9, factory recalibration is the recommended routine procedure. Field calibration checks and corrects the indicated dew point at one point in a range of +20 to -80°C

a) Moisture Probe – To replace with a recalibrated probe:

- 1) Analyzers in critical service it is recommended that a spare probe be held in stock and returned to the factory for recalibration about 8 weeks before the probe in service is due for calibration.
- 2) On receipt of recalibrated probe, note the serial number. Power down the instrument, remove the probe in service from the sample stream or flow cell and replace with the recalibrated probe. Power up the analyzer. The analyzer will step through the startup routine. After “EE-2” is displayed a four-digit number is displayed. This will be the last four digits of the serial number previously noted. This will indicate that the calibration data from the recalibrated probe has transferred into the instrument data memory.

Measured moisture value will be displayed. Allow at least one hour or more, depending on the dryness of the sample, for the moisture sensor to reach equilibrium. The Equilibrium is reached when the displayed measured moisture value stabilizes.

MAINTENANCE cont..

b) Moisture Probe Maintenance:

- 1) Many industrial sample streams (gas or liquid) contain fine particulate matter or non-conducting oils. These will not seriously hinder the sensors performance; however, over time, buildup of this fine particulate matter or non-conducting oil can slow the sensor's response to changes in moisture content.

To remove build up:

Dip and gently agitate the sensing element in a hydrocarbon solvent such as Benzene, Hexane or similar hydrocarbons. If the sensor is coated with water soluble material, distilled water may be used as a cleaning solvent.

DO NOT USE ALCOHOLS, KETONES OR OTHER OXYGENATED SOLVENTS!

c) Moisture Probe Calibration:

- Please visit our webpage www.nyad.com/recalibration-services for details.

Important Note: Only the sensor end of the probe element (open end with slotted or sintered cap) should be immersed in the solvent.

BATTERY OPERATION

- 1) MODEL MA-160T in a portable enclosure, offers a 12vDC rechargeable battery pack internally
- 2) When the unit is being used on battery power and is not being specifically observed, the power switch on the front panel is "OFF" This will conserve the battery charge.

Note: When the unit is switched off the moisture probe remains in equilibrium with the sample stream.

It is also recommended that when the battery is on charge that the analyzer be switched off with line power connected. This can be accomplished when the unit is not being observed, for example overnight or over a weekend.

The analyzer contains an electronic charging circuit that prevents damage to the battery due to overcharging.

Charging time from the low battery level to full charge is 6 to 8 hours.
Operating time on a fully charged battery is 10 to 12 hours of continuous operation

Important Note: When the battery voltage drops below a predetermined level, the display flashes "BATT" and alternates between this and the measured moisture value for a short period of time, approximately 30 to 45 minutes, indicating that battery charge is required. If the analyzer is not placed on charge during this 30 to 45-minute period, the system will automatically shut down.

ERROR CODES

CODE	MESSAGE	POSSIBLE CAUSE
E-Lo	No Signal from Moisture Probe	1) Bad signal cable 2) Sensor Short or Open 3) Receiver malfunction 4) Sensor needs calibration
Er-Hi	Signal frequency greater than Calibration tables values	1) Sample too dry 2) Sensor needs calibration
Er-Lo	Signal frequency less than Calibration table values	1) Sample too wet 2) Sensor needs calibration
EroP	Operator Error	1) Output "oPHi" is out of range

TROUBLESHOOTING

SYMPTOM	CAUSE	REMEDY
Display shows "hang up"	Noise induced program interruption	Reset unit by turning power off and on
Display garbled	Faulty display	Power off and on. On power up observe display. First display segments are not functioning, replace display
Display shows E-Lo	Probe disconnected, bad cable, or sensor failure	Check probe connection, if O.K. return probe and cable to factory for evaluation
Display shows Er-Lo	Sample dewpoint higher than calibration range of sensor	Check for wet sample. Dry gas should bring unit back on scale
Display shows Er-Hi	Sample dewpoint lower than calibration range of sensor	Expose sensor to wet sample. If normal operation resumes recalibration recommended

USE OF NON STANDARD PROBES

Unless otherwise specified, the NYAD SERIES 101T MOISTURE ANALYZERS are supplied with five feet of cable for interconnecting the moisture probe with the instrument. This cable has five conductors, two for carrying the frequency signal corresponding to the moisture measurement and three for transferring the individual sensor calibration data to the instrument's data memory. This five conductor cable can, on request, be supplied in lengths up to one thousand feet.

If the system installation requires that the moisture probe is situated more than fifteen feet from the analyzer, then the moisture probe is connected to the instrument by a cable up to 1000 feet. This cable can be supplied by Nyad and field run by the customer. In this case, a five foot, six conductor download cable is provided by NYAD for the startup routine to be completed (see Section 3) prior to the probe being installed at its on-line location. Following a successful startup, the download cable is replaced by the permanent two conductor cable for on-line operation

A) To download probe calibration data into instrument internal memory when probes are remote from instrument by more than fifteen feet, do the following:

- 1) After field installation is complete and before powering up analyzer, disconnect probe from field run cable "B", remove probe from field location, move probe to analyzer and note the probe serial number that is etched on the probe body.
- 2) Disconnect field run cable "B" from analyzer and connect download cable "A" to instrument.
- 3) Connect probe to download cable "A" . Power up the analyzer. The startup routine.

USE OF NON STANDARD PROBES cont..

- 4) Power down the instrument
 - a) Disconnect probe from download cable “A” and disconnect download cable from analyzer. Store download cable in a safe location for future use. Reconnect field run cable “B” to analyzer.
 - b) Relocate probe to field location and insert into sample stream or flow cell and reconnect field run cable “B” to probe.
 - c) Return to analyzer and power up. Instrument will proceed through STARTUP ROUTINE (see Section 3)

Measured moisture value will be displayed. Allow at least one hour or more, depending on the dryness of the sample, for the moisture sensor to reach equilibrium. Equilibrium is reached when the displayed measured moisture value stabilizes.

SPECIFICATIONS

MODEL NUMBER	MA-120n (OEM), MA-130N (Rack Mount) MA-140N (Panel Mount, MA-150 (Nema 4), MA-160N Portable, MA-70 (Nema 7X)	
UNITS	Degrees C, F, or PPM	
STANDARD	Display	Backlit 4 Digit LCD, 0.5" High
	Alarm	Dual Dry Relay Contacts (SPDT 1A@120V)
	Analog Output	0-5VDC or 4-20mA (Adjustable zero and span)
	Power	120/220VAC 50/60 Hz, 1W Max
	Memory	Non-Volatile Data Memory
	Calibration	NIST Traceable
	Audible Alarm	95 db, frequency 2700 to 3700 Hz
	Digital Flowmeter	0-1.0 SCFH
OPTIONS	Digital Output	RS232, RS485
SENSOR	Type	NYAD A.C.T., Series 50
	Standard Range	-50°F to +68°F
	Premium Range	148°F to +68°F Dew/Frostpoint
	Accuracy	±2°C
	Repeatability	±0.5°C
	Operating Temp	-130° to +70°C
	Pressure Rating	2000 psig
	Interval	7,000 (Optional)
	High Pressure	Calibration
	Calibration	Every 12 Months
ENCLOSURES	OEM	5.75"W x 6.75"H x 2.4"D
	NEMA-4	7.71"W x 7.71"H x 5.71"D
	PANEL	10"W x 6.25"H x 6"D
	RACK	19"W x 5.25"H x 6"D
	NEMA-7X	8.37"W x 9.87"H x 6.53"D

WARRANTY

WARRANTY TERMS

Nyad, Inc. warrants to the original consumer purchaser that all parts used in the construction or fabrication of the Nyad Equipment will be free from defects in materials and factory workmanship, under normal use and service for five years from the date of delivery.

Warranty coverage provides the necessary repairs or parts replacement found by Nyad, Inc. to be defective due to bad workmanship or faulty materials.

LIMITATIONS OF WARRANTY

The Nyad Equipment is restricted to inspection (FOB the Factory) before warranty is determined, unless other arrangements have been made by Nyad and the original consumer purchaser.

This warranty does not apply to routine service/maintenance, repairs and routine calibration of the moisture sensor every twelve (12) months in accordance with manufacturer's recommendation, or replacements made necessary by fire or water damage, or accident to or improper installation by others, alteration, misuse or abuse to the Nyad Equipment.

This warranty does not cover labor charges or cost incurred for time and expense by other service agencies or personnel involved in maintaining the Nyad Equipment.

Application of this Warranty is further conditioned upon the following:

Installation. The Nyad Equipment must be properly installed in accordance with Nyad's installation procedures and instructions.

Proper Maintenance and Operation. The Nyad Equipment must be properly maintained and operated in accordance with Nyad's maintenance and operating procedures. All service parts must be acquired from Nyad or its authorized representative.

No Alteration. The Nyad Equipment must not have been modified or altered from its original conditions at the date of delivery or installation.

Failure to comply with any of these conditions will void this Warranty

RETURN POLICY

Before returning any items (except for recalibration service and repairs) you must call 925 270-3971 8:30 a.m. – 5:00 p.m. PST. Monday through Friday for approval.

Product may be returned for a full refund/credit within 30 days from the date that Nyad originally shipped and must be returned in their original new condition. Exceptions for special order. Returns for special orders will have 30% restocking fee and must be approved.

Items returned in damaged or altered conditions which cannot be resold as new will have a 30% restocking fee.

All returned items are subject to inspection for use and damage before credit is issued. Returns may incur additional charges if product is returned in damaged conditions.

Manufacture Warranty/Defective Claims - You may return product to us for rework, exchange and/or request a full refund/credit. Request must be made from the original purchaser. Upon receipt of a returned item, Nyad will evaluate and determine the warranty claim.

Damaged Items – It is your responsibility to inspect your packages for damages/defect on delivery. If product is damaged in transit to you, we must be notified immediately (within 24 hours) so that we can submit a claim to our freight carrier.

Lost Packages – Lost Packages must be reported within 30 days of shipment date and verification from the freight carrier that product has not been delivered.

Please contact or email us for further important instructions on filing a lost or damaged package claim

TECHNICAL SUPPORT

Nyad, Inc. will offer Technical Support via telephone or email. All technical support shall be related to the Nyad Equipment only. Any other technical issues involving other products and services to the Nyad Equipment will not be the responsibility of Nyad, Inc.; however, our technical support team will offer their best knowledge and support involved in the Nyad Equipment.

Warranty/Technical Support:

Ph (925) 270-3971

Contact: Carissa Harrild

Email: sales@nyad.com

www.nyad.com