

# Equipment Servicing



## What is in a service?

Are you happy with the quality of your previous service?  
Did you receive a complete explanation of what was done to your equipment last time?  
Did you receive your replaced parts back after a service?

If the answer to any of these questions is "NO", we invite you to read on and compare our system of servicing.

After many years of servicing scuba and commercial diving equipment, we have found a large variation of repair and service quality throughout Australia. We have compiled this information page, so you are aware of what you, the customer should be receiving.

Many frequently asked questions about servicing are answered below.

## Who does our servicing?

All service repairs are carried out by Peter Costello and Jonathan Adams, Peter with 18 years of experience he has technical expertise in all commercial and sport diving Equipment. His vast knowledge in all Scuba equipment is unmatched; he is a fully Qualified Factory trained Scuba and Breathing Apparatus Technician and also Qualified for Oxygen cleaning to 100%.

Jonathan has been our Apprentice since 2007; he is studying Engineering at University and has a real understanding and interest in regulator servicing.

If you have any questions before or after a service please feel free to speak with Peter.

## Servicing Equipment

Our policy is to complete the service or repair on your equipment within 5 working days of receiving it. Exceptions will be the age of your equipment and the availability of parts. We will then advise you of your options. Emergency and urgent repairs may attract a surcharge.

Prompt service is always our aim, although we will not compromise quality for speed.

### Work performed in a standard service.

Detailed analysis of equipment takes place, therefore all service work, overhauls and repairs feature the following:

- Complete dismantling
- Ultrasonic cleaning
- All parts are individually inspected for corrosion, rust, damage or abnormal wear
- Parts are replaced, if worn, with high quality genuine parts
- High pressure and low pressure seats are replaced in line with the manufacturer's recommendations
- Lubricated, assembled, adjusted and tested to manufacturer's specifications
- Final quality control tests (see below)
- 90 day guarantee of workmanship

### Quality Assurance Control

The service technician will perform a quality assurance final check. Details of the checking procedure are on the back of the service report. These areas include:

- Water leaks
- Air leaks
- Line pressure
- Inhalation and exhalation efforts
- Mouth piece
- Acceptable purge
- Hoses are secured
- Yoke or DIN bolt secured
- Computer battery check (if fitted)
- Pressure gauge calibration check
- Condition of hoses

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## Low Pressure Seats

Low pressure seats "bed in" may change slightly after a few dives. This may cause the second stage to "run on" or "free flow". Return the regulator for a free check and we will readjust the line pressure, plus readjust the second stages.

This is a routine adjustment.

## Which Brand Of Equipment Can We Service?

### Sport Equipment

We are authorised to service and repair any Scuba equipment that is commercially available.

Please call us with any queries you may have about your equipment.

### Commercial Equipment

We also service and repair all types of commercial diving equipment.

## Current service price list

A copy of our current servicing price list is below. Our prices are very competitive and come with a 90-day service guarantee.

Annual regulator service-1 <sup>st</sup> stage, 2 x 2 <sup>nd</sup> stages, SPG	\$ 90.00
Annual BCD service	\$ 20.00
BCD inflator service	\$ 25.00
Cylinder hydrostatic test -including Air Fill	\$ 35.00
Cylinder hydrostatic/visual plus test-inc Air Fill	\$ 55.00
Cylinder Valve service	\$ 25.00
Cylinder and Valve O <sub>2</sub> service	\$ 55.00
Computer Battery change and service	\$ 60.00
2x Dry suit wrist seals fitted (parts included)	\$179.00
1x Dry suit neck seal fitted (parts included)	\$185.00
Shark Shield service	\$ 50.00

**All prices do not include PARTS (unless stated).  
GST is included.**

## Record System

Southern Diving uses a service report record system for all Scuba equipment. It is recorded under your Name in our computer system. Every year when you bring your equipment back for a service we will update your Record as proof of service. This can be very useful as an accurate record of your Scuba equipment's service history especially when it comes time to upgrade or sell your equipment. The resale value of your equipment will be higher than those with no history.

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## Manufacturer's "free parts" warranty scheme

Different manufacturers have different policies on parts that are covered. We suggest you read the small print before purchasing your equipment. Most manufacturers using this system limit the warranty to the original owner and stipulate that it is serviced every year by an authorised service centre. Keeping your warranty papers/cards, original purchase docket and all paperwork of service work completed is a good idea.

"Labour is not covered under warranty" and there is a small postal charge to cover sending the parts to and from the manufacturers. If you feel your equipment is covered under warranty, please return all relevant paperwork along with your equipment before any service work is commenced. We will follow through with the manufacturer from there.

## How often should Scuba gear be serviced?

Regulators and BCDs should be serviced and inspected annually, even if not used. O-rings and hoses can perish. High-pressure seats wear when you use regulators and most low-pressure seats wear when not in use. This means that all parts will need to be dismantled, inspected for abnormal wear, ultrasonically cleaned or replaced if necessary, lubricated and then reassembled and tested. All regulators are tuned to factory specifications for optimum performance.

## Service Report sheet

You will receive a current copy of our service report sheet for all service and repair work performed by our Service Technicians. We keep a copy on file for our reference. We invite you to discuss any comments, which you will find on the service sheet, which you are unsure of. If you are happy - we are happy!

## Did you know...?

Cylinder valves are not serviced in the annual cylinder hydrostatic inspection and usually needs servicing about every two years. If you use your equipment often (approx. 100 diver per year), you may want to have to have it serviced every 12 months.

## Government and Corporate servicing

Government and larger service contracts are our specialty. Due to recent expansion of our premier service facility we are now able to handle large volumes of service work. Contact us anytime to discuss your service needs and let us assist you to comply with Australian Standards and the Occupational Health and Safety Act of South Australia by servicing your equipment every 12 months.

## You be the judge!

After reading the information above we ask you to compare this with the Scuba service you are receiving at the moment. If you feel you are not being looked after, please do not hesitate to give us a call! We will be happy to answer any questions you may have.