



To: MSA Canada, End Users  
Subject: Portable Instrument Repair Policy Price Increase  
Date: January 26, 2015

**MSA North America**  
**Toronto Repair & Service**  
#23 - 100 Westmore Drive  
Toronto, Ontario M9V 5C3

T: 416.620.4225  
F: 416.679.2875

Dear Valued End User:

MSA Canada is forced to re-examine our pricing due to some increased costs and update the units we can Service (please see page 3, Instruments no longer being repaired). The new Flat Fee Schedule is listed on page 2 of this notification and takes effect January 1, 2015.

As was the case when we originally launched this program, the Portable Instrument Repair Policy has no bearing on repairs performed by authorized RITE Repair Centres. RITE Repair Centres can establish, or maintain, their own pricing structure and policies regarding Portable Gas Detection repairs.

We respectfully request that all units sent to us for repair be accompanied with a Purchase Order, Credit Card Number or direction on how to charge for the work performed. If our examination reveals that all that is required is a Calibration to your unit then we will charge you \$ 125.00 CAD.

The Repair Centre will charge a fee of \$ 60.00 CAD to inspect any portable detector that arrives at our facility; **however this fee will be waived** should the End User agree to either of the Calibration or Repair Charges OR provide proof of purchasing a new MSA Portable Detector.

Feel free to call the MSA Edmonton Repair Centre at (888) 396-1067 or the Toronto Repair Centre at (800) 672-4678 for further details or questions.

We, the MSA Canada Repair Centres, appreciate our business partnership with your organization and look forward to continuing efforts of servicing our customers.

Sincerely,  
Jim Clark

Manager Canada Repair Service NA

**MSA World Headquarters**  
121 Gamma Drive  
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[www.MSAnet.com](http://www.MSAnet.com)

## Canadian Portable Instrument Flat Rate Pricing Schedule (in CAD) for End Users Revised February 1, 2015

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Instrument	Repair List Price	Note
Repair Altair 5X Software Upgrade	\$85.00	
Altair 4X Sensor Upgrade	\$255.00	
Add Sensors*	\$130.00	plus price of sensors
Repair Altair 2X	\$205.00	
Repair Altair 4X/4XM Detector	\$360.00	
Repair Altair 5X	\$385.00	
Altair 5X add Logo*	\$130.00	only w/ coloured display
Altair 5X upgrade to add exotic sensor	\$225.00	plus price of sensors
Repair Altair 5X with IR sensor	\$715.00	
Repair Altair Pro Detector	\$205.00	
Repair Altair 4X/5X - 5 unit charger**	\$400.00	
Repair Altair 4X/5X - 10 unit charger**	\$550.00	
Calibration Only	\$125.00	
Repair Galaxy	\$420.00	
Repair Galaxy adding Solenoids	\$765.00	
Repair Galaxy to charging Galaxy	\$225.00	
Repair GX2 Multi-Unit Charger	\$185.00	
Repair GX2 adding Solenoids	\$1,020.00	
Instrument Software upgrade*	\$215.00	except Solaris
Repair Sirius	\$565.00	Non-datalog to Datalog
Repair Sirius	\$565.00	
Repair Solaris/MSHA Solaris	\$360.00	
Repair Solaris	\$360.00	Non-datalog to Datalog

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Repair Solaris Non MSHA to MSHA	\$205.00	
Repair Solaris MSHA H2S to MSHA NO2	\$360.00	
Universal Pump Rebuild	\$215.00	
Repair Altair Pump Probe	\$200.00	

Rev. 1 (2/01/15)

<b>Portable Instruments no longer being repaired as of December 31, 2014</b>	<b>Replacement Product</b>
Altair 4	Altair 4X
Altair 5	Altair 5X
Gascope	Altair 5X, Altair 4X
Gasport	Altair 5X
Explosimeters 2A	Altair 5X, Altair 4X
Mini Responder Series	Altair 2X, Altair Pro, Altair
Orion Detector	Altair 5X, Altair 4X
Orion G	Altair 5X, Altair 4X
Orion Plus	Altair 5X, Altair 4X
Passport	Altair 5X, Altair 4X
Passport PID II	Altair 5X
Passport PID VOC	Altair 5X
Pulsar	Altair 2X, Altair Pro, Altair
Pulsar Plus	Altair 2X, Altair Pro
TIM System	Galaxy GX2 Auto Test System
Galaxy Auto Test System (Orion Detectors)	Galaxy GX2 Auto Test System

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**NOTE1:** A Fee of \$ 60.00 will be charged for Inspecting each item, however this fee will be waived if the End-User either provides proof of purchasing a new MSA Detector OR elects to go with the Calibration or Repair Price.

**NOTE2:** The item denoted (\*\*) has a replacement, The 4-unit Charger will be available ask for MSA Part No. 10127422

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