

Mountain High Service Letter
Information concerning MHB-060210 Rev.1112

In October of 2009, Mountain High Oxygen engineered technical improvements to our EDS-O2D1 and O2D2 legacy products. These improvements include technical advancements involving both the hardware and firmware.

To provide our customers with the finest product, we are suggesting to our customers that they send in their units for these improvements.

If you have one of our portable systems and would like the upgrade, we would also like to examine your regulator to determine if any upgrades are necessary and to check out its operational parameters.

The cost for this service is \$95.00 plus shipping. This includes all firmware and hardware upgrades as well as routine service parts. Any other parts replaced due to damage of field use would be subject to an additional charge.

For your convenience, below are the serial numbers of the units manufactured before October 2009, that we suggest be up graded to the latest revision.

EDS-O2D1 all serial numbers below 01555

EDS-O2D2 all serial numbers below 02241

Many of you may have had your EDS unit in for service since that date. You may have already received these technical upgrades.

Please e-mail service@mhoxygen.com if you question the need to send in your unit. Please include your name, the model, serial number, service date and repair order number if available.

With this information we should be able to determine the status of your unit.

Before returning your EDS unit contact us at service@mhoxygen.com to obtain a return authorization number (RMA).

When requesting an RMA please include your name, phone number, shipping address and serial number of the unit.

Please reference this bulletin (MHB-060210) when making your request.

We are expecting the turn around time to be between 7 to 10 working days after receipt of your unit.

MHO