



# Battery Replacement

When a Customer is in need of a battery replacement, the process begins with determining the type of battery they require. Please keep in mind the battery in your computer may not be the one that you have found on google. Discussions begin with the customer regarding any concerns they may have regarding their computer function or any errors they may have encountered while diving.

Computer manufacturers offer a limited warranty on dive computers. It will help when it comes to warranty claims if you have the original sales receipt available. Should you have purchased your dive computer at Calgary Scuba, we will have a copy of your original sales receipt on file to support these warranty claims, in the event there is a dispute.

Most manufacturers have a online registration portal available for you to register your computer at time of purchase, and we encourage you to do so. Most common brands of dive computers are not manufactured in North America. If your computer needs to be repaired, it may need to be returned to the factory in Europe for analysis to determine the problem. That process takes time, perhaps two to three months or more if the service depot is busy.

After the repair is complete, it can take anywhere from one to two weeks for your computer to arrive at our doorstep. If you are fortunate, your dive computer may be repaired at the North American Distribution Centre, again with the turn-around time anywhere between three to six weeks due to the time it takes for repairs and shipping to clear International Customs.

We recommend you begin the battery replacement process well in advance of a planned trip to avoid disappointment, with sufficient lead time to plan for unforeseen circumstances.



“Life just doesn’t get any wetter than this!”