

FAQ No: FAQ-OPT-015
Title: OPTi Commercial & Logistical FAQs

Question	Answer
How to deal with an OPTi warranty claim (stockist)?	In the event of an instrument failure, please follow our warranty claim checklist and checklist procedure. In the event that an instrument needs to be replaced, please do so from your existing stock and contact our Customer Care Team who will arrange for a replacement item to be sent out under warranty.
What do I need to do if I want to make a warranty claim against an OPTi that is now discontinued?	Follow the same procedure as for the new OPTi. Should there be a need to provide a replacement OPTi under warranty, then the latest specification version OPTi (multiple scales) will should be provided.
Can I access a <i>below MoQ</i> OPTi	No. The OPTi is available from B+S with an MoQ of 10 units only. However, the OPTi refractometer is available via our online shop from our online shop for sales below our MoQ. The prices shown online will be the price you will pay.
How many scales does the OPTi have?	The OPTi has a library of 50 onboard scales. The use can activate 3 scales at any one time (A, B & C), which is generally enough for most applications. The user can overwrite the selected scales at any time should more scales need to be accessed. This is done within the OPTi's Special Features Menu.
Does the OPTi have any scales pre-loaded when it arrives	The OPTi is preloaded with Brix with ATC in scale in position A. The user overwrite this and/or can add further scales form the OPTi's onboard library. We preload the Brix scale is this is the most commonly used scale across all applications. In fact, 60% of digital handheld applications are based on the Brix scale, from sugar solutions such as food, beverage and confectionery manufacture to non-sucrose applications where the Brix scale is used as an ARBITRARY scale (Scale No. 21) to "simply represent" a dilution ratio or quality control indicator that has been pre-determined as part of a research and development experiment (machine shop coolants, quenchant, hydraulics, ice inhibitors, etc.).
What if a customer asks for a scale that is not in the OPTi's onboard library	The onboard library has been carefully chosen to cover the majority of applications within our marketplace. However, we do recognise that from time-to-time an opportunity may present itself that is not covered by the current onboard scale library or by use of the ARBITRARY scale. Please present such opportunities to our sales Team so that we can record the interest and offer further advice. Such reporting will help us to review our onboard library offering to meet market expectations. For example, opportunities that involve significant unit numbers, a custom OPTi, OEM or private label instrument may be offered, subject to practical viability and <i>value based</i> terms & conditions.

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Will the OPTi onboard library grow to include more scales?	The onboard library has been carefully chosen to cover the majority of applications within our marketplace. However, the market will be continually evaluated and as such, we may from time-to-time update the library to meet market expectations and new opportunities.
What if a customer orders an old model OPTi?	Although there will be a short transition where both the new OPTi with multiple scales and the older models may be available, we encourage you to speak with the customer about the many extra features of the new OPTi with an aim of converting to the new instrument. As all the scales are available in the onboard library, it is up to you the stockist to decide whether you will supply 2staright out of the box” or offer a value added benefit by pre-loading the scales that the customer’s choice.
Does B+S offer preloading of scales	No. The only pre-loaded scale OPTi models will be available via our online shop as an added benefit for the customer. This is because we take in to account the value of the added benefit in the price on the shop.
Does there a Certificate of Calibration included with the OPTi	No but instead we include a Certificate of Verification in the manual.
What is included in the box of 10 OPTi refractometers?	A box of 10 OPTi refractometers includes 10 units of OPTi (code 38-01) packaged in white boxes for onward shipment and an inbox flyer between rows 4 & 5 to remind you to order your next box of OPTi refractometers.
What’s included in a single unit OPTi from within the 10 pack box	The new OPT is supplied in a white, labelled cardboard box for forward shipping. Inside the box, is a foam case containing the following: 1x OPTi refractometer 1 x pack of 2 batteries 1 x quick start guide in 6 languages 1 x user guide with regulatory and certification detail (English only) 1 x colour flyer promoting our dedicated OPTi resources web page that includes PDF User Guides in all languages. (EN/FR/DE/IT/ES/PT)
What happens if I forget my PIN	To clear the OPTi PIN and start again, please refer to FAQ-OPT-013
Do you have ERP and trade compliance details	Yes. You can download a spreadsheet showing discontinued and new models that includes code numbers, commodity codes, country of origin etc. from the distributor section of our website.

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