

**MRHUA RADIO EQUIPMENT - USAGE, CARE and MAINTENANCE**

December 2016

Following a change in the way that UmpireTalk handle radio repairs, which now involves an upfront cost, we feel it would be timely to remind members on the care and maintenance that should be carried out on your radio equipment.

**Radio Unit Repair Costs:**

UmpireTalk are now charging a fee of £25 just to look at the radio, this must be paid upfront before the radio can be sent to them.

If the radio fault is found to be within warranty then the fee will be refunded in full, however if the fault is deemed to be that of the User then the fee will not be refunded.

The Association will initially pay the fee in order to expedite the repair, but if UmpireTalk then advise us that it is a User fault and not refundable, then the fee will be charged back to the User and payment will be taken through the User's expenses.

**Care of Equipment:**

There are a number of things that users can do in order to protect and ensure that the equipment continues to operate at optimum levels as follows:

- Users should wear and use the radio units "aerial up". Do not wear the radio unit upside down i.e. "aerial down" as this potentially allows water or other substances to get into the jack plug sockets on the bottom of the unit.
- Headset jacks should be carefully inserted into the sockets. Do not force them in, make sure the jack(s) are inserted at a 'straight' angle to the socket and make a full connection with the sockets. It is recommended that the jacks are slowly twisted into the socket rather than a single push.
- Try not to slide the on/off switch using your nail, use the full surface of your finger or push from behind the slider. It has been known for a slider switch to be split by using the nail.
- Once the radio unit has been placed into the leather case do not remove after every use as this can cause damage to the aerial, volume buttons, the coding button and the USB charger port.
- The headsets supplied by the Association or indeed any other headsets purchased directly by Users, must be treated with respect and handled properly, as with all items of this nature they are fairly delicate. The wires should not be tightly wrapped around the earpiece or in a tight loop or around the radio unit itself. The headset should be loosely packed away to prevent fractures in the wires. Remember to remove your headset and remove the jacks before sitting down.
- When charging a unit care should be taken to align the USB plug and socket, forcing the plug into the socket can result in damaging the socket pins and the plastic guide, making it impossible to charge the unit and in some cases damage the LiPo battery by shorting it out.
- After binding two Chat 2 Pro units echoing effects can happen if you are close to the other person, this will disappear as you move away from each other.
- Never travel to or from a game with your radio unit on your belt or with your headset connected.

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**Maintenance of Equipment:**

Before Users report a unit for repair there are again a number of things that can be done after every use and as a potential remedy to faults.

- The microphone earpiece and mouth boom need to be dried after use, due to sweat and spit from prior use. Where possible alcohol wipe the earpiece, mouth boom and mic pack before and after you have used it. Leave the entire pack to dry after use, at room temperature.
- Intermittent loss of audio signal can be caused by fractured headset wires, so always try another headset before reporting a fault.
- If noise or crackling occurs when moving or rotating a plug, this suggests oxidisation of the contacts in the sockets (this happens because of the environment that the Chat 2 Pro is used in), an off the shelf contact cleaner is available from Maplin, it is called Servisol Super 10. A small amount in the sockets can help this problem. Do not use WD40 spray as this has a small amount of water in it and can make matters worse and can affect the electronics within the Chat 2 Pro.
- If you find that a unit gives clicking/popping sounds and/or intermittent connection or only short range connection when being used, it could be caused by a damaged aerial where internal wiring has broken, a replacement aerial is the only solution.
- If you find when charging that the green light just flashes this could be a loose battery not making contact with its terminals or the battery contacts have spread apart if the unit has been dropped, advise the Kit Manager of the problem.
- The radios should only need a top up charge of around 3-4 hours every week after use. When not in use for an extended period, i.e. the off-season, place your radio on charge every couple of weeks to ensure they maintain the performance.

**What if my radio breaks?**

- If your radio unit does malfunction and you have tried all of the above options, then you should contact the Kit Manager (Jerry Yates - 07971 173423) and arrange for the return of the unit to him. Upon receipt by him a spare, if available, will be issued and the faulty unit returned to the supplier.
- As a reminder of the changed repair procedures and costs from UmpireTalk, if radios are not looked after in line with the guidance, or are lost, members may be liable for the cost of repair or replacement.

**We expect all members to take care of the radios in line with the guidance that has been issued previously and above.**