

Please complete these 5 easy steps for processing your service requirement.

1. Give us your contact information.
2. Tell us why the equipment is being returned and what services you are requesting.
3. Sign the declaration that the unit is safe for us to handle.
4. Review the payment options.
5. E-mail or fax the form to us. We will then send you a RMA number, price quote and shipping instructions.

STEP 1

COMPANY NAME: _____

Will this equipment be exported out of the U.S.A.: YES NO

NAME REQUIRED ON DATA SHEET: _____

Billing address:	Shipping address:
Taxable: YES <input type="checkbox"/> NO <input type="checkbox"/>	Preferred shipping method: _____ Acct. #: _____

Tech. Contact _____	Tel _____
Fax _____	E-Mail _____
Purch. Contact _____	Tel _____
Fax _____	E-Mail _____

STEP 2

EQUIPMENT RETURN INSTRUCTIONS - Please list **ALL** model and serial numbers. Please review instrument decal for details required below.
 If this is a re-range or STP reference change, please indicate previous flow rate, previous pressures (controller only) and previous STP conditions.
 If this is a Digital instrument with more than one Flow Rate/gas requirement, please list calibration instances.
If you have more than 2 units, please make copies of this form.

Model Number: _____	Serial Number: _____	Required Flow Rate & Gas: _____
Ref Temp (STP): _____	Upstream Pressure: _____	Downstream Pressure: _____
Do you feel this unit should be evaluated for Warranty? NO <input type="checkbox"/> YES <input type="checkbox"/> (explain)		
Is this unit being returned for Credit (Conditions and restocking charges may apply) NO <input type="checkbox"/> YES <input type="checkbox"/> (explain)		
Reason for Return:		
<input type="checkbox"/> Standard Calibration	<input type="checkbox"/> Output always indicates zero flow.	
<input type="checkbox"/> Valve does not fully open.	<input type="checkbox"/> Output does not change with flow.	
<input type="checkbox"/> Valve does not fully close.	<input type="checkbox"/> Output is noisy.	
<input type="checkbox"/> Valve response is slow.	<input type="checkbox"/> Output always indicates over-range.	
<input type="checkbox"/> Unit oscillates. Please indicate under what conditions in "additional details" below.		
<input type="checkbox"/> Flow meter calibration appears to be out of specification. (Does not match other flow calibration reference).		
<input type="checkbox"/> Other (please use space below).		
Additional Details:		

Model Number:

Serial Number:

Required Flow Rate & Gas:

Ref Temp (STP):

Upstream Pressure:

Downstream Pressure:

Do you feel this unit should be evaluated for Warranty? NO YES (explain)

Is this unit being returned for Credit (Conditions and restocking charges may apply) NO YES (explain)

Reason for Return:

Standard Calibration

Valve does not fully open.

Valve does not fully close.

Valve response is slow.

Unit oscillates. Please indicate under what conditions in "additional details" below.

Flow meter calibration appears to be out of specification. (Does not match other flow calibration reference).

Other (please use space below).

Output always indicates zero flow.

Output does not change with flow.

Output is noisy.

Output always indicates over-range.

Additional Details:

CALIBRATION OPTIONS : All flow equipment is calibrated as a 5 pt. standard at 0°C unless otherwise specified.

Please Note: If a calibration due date is required on your decal, please advise us of the date requirement. _____

() 5 pt. calibration (standard)

() 5 pt. calibration with As Received / As Left data (additional charge)

() 10 pt. calibration (additional charge)

() 10 pt. As Received / As Left data (additional charge)

() Repair with 5 pt. calibration

() Repair with 10 pt. calibration

() As Received data, if possible on repair units.

Additional options:

() NIST traceable calibration with back-up documentation (additional charge).

(Please note: All of our calibrations are traceable to NIST and is stated as such on the standard calibration report. The NIST documentation packet includes a list of calibration standards and the respective calibration reports.)

() Re-range - Please note previous conditions and required conditions

() Manual calibration (additional charge): Please advise points required.

() Clean for oxygen service (additional charge)

() 1000 psig working pressure – proof pressure test to 1500 psig (additional charge)

() Repair ONLY. Customer responsible for final calibration

() Return for credit. Standard restocking charge will apply, please provide details.

() Special requirements. Please consult factory.

LEVELS OF SERVICE

() 10-day turnaround - standard turnaround time (depending on backlog).

() 24 hr. turnaround - when available (additional charge of 100%).

() 72 hr. turnaround - when available (additional charge of 70%).

STEP 3

ANY SUBSTANCE HAZARDOUS TO HEALTH, must be purged, cleaned and deemed safe to handle. **Products exposed to radio active material cannot be accepted by Teledyne Hastings Instruments under ANY circumstances.** In view of the toxic/hazardous nature of some of the gases and vapors handled by the equipment we sell, a statement is required from the user advising us that the equipment returned is now safe to work on. Any equipment arriving at Teledyne Hastings, which does not have a signed statement on file, will not be accepted.

The following statement **MUST** be signed and dated AND the "Yes" or "No" block checked, or your equipment cannot be received in for service.

Has this equipment been used with hazardous material? NO or YES If yes, please provide complete details:

I declare that this equipment is clean and is safe to handle.

Signature: _____ Date: _____

STEP 4

PAYMENT OPTIONS

Purchase Order:

All Repaired / Recalibrated or evaluated equipment will be serviced according to Teledyne Hastings Terms and conditions. These terms and conditions are listed at Website <http://www.hastings-inst.com/pdfs/Tc-02-23-09.pdf>. These Terms and Conditions will be noted as part of our acknowledgement. Any quoted prices are subject to change if requirements differ on the purchase order. **Receipt of your equipment for service will indicate your acceptance of Teledyne Hastings Terms and Conditions.**

All quotes are based on terms of net 30 unless alternate terms have previously been established.

Non-repairable equipment that is scrapped (per customer request) or returned "As Is", is subject to an \$95.00 evaluation fee.

Credit Card

Credit Card Card number: _____ Exp. date: _____

Name as it appears on the card: _____

Credit Card Billing address if different from Company billing address:
(Must match address on your credit card statement)

New Customer

If you are a new customer, and you would like to set up an open terms account (domestic only), please e-mail or fax your bank information, 3 trade references, accounting contact, and tax status (exemption certificate if applicable).

STEP 5

E-mail or fax the form to us. We will then send you a RMA number, price quote and shipping instructions.
kcannon@teledyne.com or csapienzo@teledyne.com Fax: 757- 723-3925