

## Return Authorization Request

**1. Return Customer Information**

Returning Company's Name: \_\_\_\_\_ Fax # \_\_\_\_\_

Return Contact Name: \_\_\_\_\_ Phone # \_\_\_\_\_

Email Address: \_\_\_\_\_

**2. Return Address**

Bill To: \_\_\_\_\_ Ship To: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**3. Return Product Information**

Model No: \_\_\_\_\_ Serial No(s): \_\_\_\_\_

Failure Symptoms (*Detailed Description Required*): \_\_\_\_\_

\_\_\_\_\_


What Trouble Shooting Was Done Via Phone or Field Visit by FCI: \_\_\_\_\_

\_\_\_\_\_

FCI Factory Technical Service Contact: \_\_\_\_\_

- 4. Reason For Return**     Sensor Element     Electronics     As Found Testing     Credit  
 Recalibrate (Old Data)     Recalibrate (New Data)     Other

*(Note: A new Application Data Sheet (ADS) must be submitted for all recalibrations and re-certifications)*

- 5. Payment Via**     Faxed Purchase Order          

*(Note: A priced quotation is provided for all Non-Warranty repairs after equipment has been evaluated.*

*All Non-Warranty repairs are subject to a minimum evaluation charge)*

- Sensor Element Protector Requested     Electronics Anti-Static Bag Requested

**Decontamination Information !      This Section Must Be Completed !**

Exposure to hazardous materials is regulated by Federal, State (California), County and City laws and regulations. These laws provide FCI's employees with the "Right to Know" the hazardous or toxic materials or substances in which they may come in contact while handling returned products. Consequently, our employees must have access to data regarding the hazardous or toxic materials or substances which the equipment has been exposed to in your process(es). Accordingly, prior to returning your instrument for evaluation/repair, please read then sign the certification below and thoroughly comply with the applicable instructions.

I certify that the returned item(s) has(have) been thoroughly and completely cleaned. If the returned item(s) has(have) been exposed to hazardous or toxic materials or substances, the undersigned attests that the attached Material Safety Data Sheet(s) (MSDS) which cover said materials or substances are complete and accompany the returned item(s). Furthermore, I understand that this Certificate, or providing a MSDS, shall not waive our responsibility to provide a neutralized, decontaminated, and clean product for evaluation/repair to FCI. Cleanliness of a returned item or the acceptability of the MSDS shall be at the sole discretion of FCI. Any item returned which does not comply with these instructions shall be returned to your location Freight Collect and at your risk

Process Flow Media \_\_\_\_\_

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

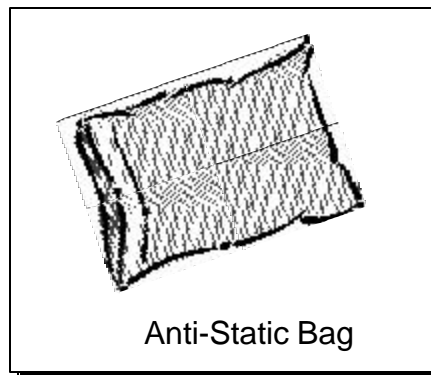
## Fax Cover Sheet

Company: \_\_\_\_\_ Date: \_\_\_\_\_  
Attention: \_\_\_\_\_ Dept: \_\_\_\_\_  
Fax No: \_\_\_\_\_ Direct Phone: \_\_\_\_\_  
From: \_\_\_\_\_ No. of Pages: \_\_\_\_\_

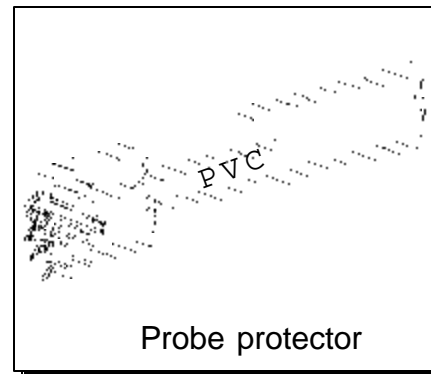
To expedite repairs the following Return Authorization Request form **must be completed and faxed back to FCI before** a Return Authorization Number will be issued. The Decontamination Statement **must be signed** and Applicable MSDS Sheets **must be included with the shipment**. FCI will either fax or telephone you with the Return Authorization Number upon receipt of the completed form.

### Packing Procedures

1. **Electronics** should be wrapped in an **anti-static** or **static-resistant** bag (FCI can provide), then wrapped in protective bubble wrap and surrounded with appropriate dunnage\* in a box. Instruments weighing up to **50 lbs.**, should be wrapped in protective wrap and surrounded with appropriate dunnage\* in a box. Instruments weighing **more than 50 lbs., or extending more than four feet** should be secured in wooden crates by bolting the assemblies in place.
2. **The sensor element must be protected** with tubing or other sturdy wrapping or, when applicable, retracted completely and secured into the Packing Gland Assembly. FCI will supply suitable probe protectors at your request (see diagram - right).
3. FCI can supply crates at a nominal fee.
4. No more than **four (4)** small units packaged in each carton.
5. Packages weighing in excess of **70 lbs., or with the combined length and girth of more than 138"** cannot be shipped via UPS and should be shipped via carriers who specialize in the transport of industrialized instrumentation.
6. FCI will not be held liable for damage caused during shipping.
7. To ensure immediate processing **mark** the RA number on the outside of the box. Items without an RA number marked on the box or crate may be delayed.
8. Freight **Must be "PrePaid"** to FCI receiving door.



Anti-Static Bag



Probe protector

Factory Return Shipping Address: **Fluid Components International LLC**  
**1755 La Costa Meadows Drive**  
**San Marcos, CA 92078-5115**  
**Attn: Repair Department,**  
**RA # \_\_\_\_\_**

\* Appropriate dunnage as defined by UPS, will protect package contents from a drop of 3 feet.

This message is intended for the use of the individual or entity to whom it is addressed and may contain proprietary data or confidential business or financial information that can only be used, copied, or disclosed as authorized by Fluid Components.

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