

## Return Authorization Request

### 1. Return Customer Information

Returning company's name: \_\_\_\_\_ Phone# \_\_\_\_\_

Return contact name: \_\_\_\_\_ Fax # \_\_\_\_\_

Email address: \_\_\_\_\_

### 2. Return Address

Bill to: \_\_\_\_\_ Ship to: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### 3. Mandatory End User Information

Contact: \_\_\_\_\_ Company: \_\_\_\_\_ Country: \_\_\_\_\_

### 4. Return Product Information

Model number: \_\_\_\_\_ Serial number(s): \_\_\_\_\_

Failure symptoms (*detailed description required*): \_\_\_\_\_

\_\_\_\_\_

What trouble-shooting was done via phone or field visit by FCI? \_\_\_\_\_

\_\_\_\_\_

FCI factory technical service contact: \_\_\_\_\_

5. Reason For Return     Sensor Element                       Electronics                       As Found Testing                       Credit  
 Recalibrate (New Data)                       Recalibrate (Most Recent Data)                       Other

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

5. Payment Type                       Visa                       Mastercard                       American Express

*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 fee. By submitting this RA request form, accepting the RA number, and returning the equipment to FCI, the customer agrees to terms of after three months from the date of the initial quote if there is no response from the customer FCI will deem returned equipment abandoned and reserves the right to dispose of abandoned equipment.*

Factory return shipping address:                      Fluid Components International LLC  
1755 La Costa Meadows Drive  
San Marcos, CA 92078-5115  
Attn: Repair Department

The following Return Authorization Request form and Decontamination Statement **MUST be completed, signed and emailed to [techsupport@fluidcomponents.com](mailto:techsupport@fluidcomponents.com) before** a Return Authorization Number will be issued. The signed Decontamination Statement and applicable MSDS Sheets **must be included with the shipment**. FCI will either fax, email or telephone you with the Return Authorization Number upon receipt of the signed forms.

**Packing Procedures**

1. **Electronics** should be wrapped in an **anti-static** or **static-resistant** bag, then wrapped in protective bubble 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 head must be protected** with pvc tubing, or retracted the full length of the probe, locked and secured into the Packing Gland Assembly (cap screws tightened down).
3. FCI can supply crates for a nominal fee.
4. No more than **four (4)** small units packaged in each carton.
5. **FCI will not be held liable for damage caused during shipping.**
6. 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.
7. Freight **must be "PrePaid"** to FCI receiving door.

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

**\*\*\* Decontamination Statement \*\*\* This Section Must Be Completed \*\*\***

Exposure to hazardous materials is regulated by Federal, State, 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, FCI's employees must have access to data regarding the hazardous or toxic materials or substances the equipment has been exposed to while in a customer's possession. Prior to returning the instrument for evaluation/repair, FCI requires thorough compliance with these instructions. The signer of the Certificate must be either a knowledgeable Engineer, Safety Manager, Industrial Hygenist or of similar knowledge or training and responsible for the safe handling of the material to which the unit has been exposed. **Returns without a legitimate Certification of Decontamination, and/or MSDS when required, are unacceptable and shall be returned at the customer's expense and risk.** Properly executed Certifications of Decontamination must be provided before a repair authorization (RA) number will be issued.

**Certification Of Decontamination**

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, even though it (they) has (have) been thoroughly cleaned and decontaminated, the undersigned attests that the attached Material Data Safety Sheet(s) (MSDS) covers said materials or substances completely. Furthermore, I understand that this Certificate, and providing the MSDS, shall not waive our responsibility to provide a neutralized, decontaminated, and clean product for evaluation/repair at FCI. Cleanliness of a returned item or acceptability of the MSDS shall be at the sole discretion of FCI. **Any item returned which does not comply with this certification shall be returned to your location Freight Collect and at your risk.**

**This certification must be signed by knowledgeable personnel responsible for maintaining or managing the safety program at your facility.**

Process flow media \_\_\_\_\_

Product was or may have been exposed to the following substances: \_\_\_\_\_

Print name \_\_\_\_\_

Authorized signature \_\_\_\_\_ Date \_\_\_\_\_

Company title \_\_\_\_\_