



PROCESS & ANALYTICAL INSTRUMENTS DIVISION

Fluid Analysis Business Unit

11 Commerce Boulevard, Middleboro, MA 02346 USA

Email us at ma-mid.sales@ametek.com

Tel 508-946-6200 or 800-628-8139

www.brookfieldengineering.com

REPAIR RETURN FORM

IMPORTANT:

- BEFORE RETURNING YOUR INSTRUMENT, YOU MUST EMAIL OR CALL AMETEK BROOKFIELD FOR A RETURN AUTHORIZATION NUMBER! FAILURE TO DO SO MAY RESULT IN A LONGER REPAIR TIME!**
- There is a \$320.00 evaluation fee. This fee will be waived for instruments that receive service.
- A PDF or hard copy is required for all Purchase Orders** and must include the following information:
 - ☒ Issued in the name of: **AMETEK Brookfield**
 - ☒ Payment terms: **NET 30**; Freight terms: **FOB Middleboro, MA.**
 - ☒ **VALUE NOT TO EXCEED \$1,050.00** (this statement must be written on the PO)
- Ship your instrument to AMETEK Brookfield, 11 Commerce Blvd, Middleboro MA 02346 USA

CONTACT/ USER INFORMATION

Primary Contact: _____ Date: _____

Phone No.: _____ Fax No: _____

Email: _____

BILLING:

Company: _____ Contact: _____

Address: _____

SHIPPING:

Company: _____ Contact: _____

Address: _____

INSTRUMENT INFORMATION

If you have stored results, tests, or user profiles in the internal memory of your DV2T, DV3T or DVNext, AMETEK Brookfield strongly recommends that you create a back-up file before returning the instrument in for service.

(Please note, compliant DVNext instruments will be completely wiped of all information (users, data, test methods, etc.) following service, to comply with 21CFR Chapter 11 requirements. It is strongly advised to create a back-up file before sending your compliant instrument in for servicing)

Model: _____ Serial No: _____

While your instrument is in for service, it is our practice to update the firmware to be the latest available version.

Check this box here if you do not wish to have your instruments firmware updated. ☐

Please describe all problems/ malfunctions:



MODEL D HELIPATH, THERMOSEL, THERMOSEL CONTROLLER AND C/P SPINDLES:

All items listed above will incur a separate/additional charge if returned with your viscometer. If you wish to return any of these items, please contact AMETEK Brookfield for a return authorization number. The components are **NOT** part of the standard viscometer.

PLEASE DO NOT SEND ACCESSORIES, CABLES OR LAB STAND. IF YOU MUST, PLEASE LIST ACCESSORIES SENT WITH YOUR INSTRUMENT:

*NOTE: If the instrument was exposed to hazardous material, it must be decontaminated BEFORE returning to Brookfield and an SDS for the hazardous material must be included with the instrument.

SERVICES Please check the box of all service(s) required.

Instruments:

- ☐ Calibration & Certification Service for KU-3, DVE, DV1, DV2T, DV3T and DVNext \$550.00
- ☐ Calibration & Certification Service for KU-1, KU-2, Dial, DV-E, DV-I, DV-II, and DV-III..... \$800.00
- ☐ Calibration & Certification Service for CAP1000 and CAP2000 \$700.00
- ☐ Cone Spindle Calibration (each spindle returned on Cone & Plate or CAP Viscometers) \$250.00/ Cone
- ☐ Calibration & Certification Service for CTX and CT3 Texture Analyzer \$800.00
- ☐ Calibration & Certification Service for Powder Flow Tester \$1,300.00
- ☐ Calibration & Certification Service for RSO, RSX, RST (includes RS-CC, RS-SST, RST-CC, and RST-SST Rheometers) \$700.00
- ☐ Calibration & Certification Service for RSX, RST Cone/Plate (includes RS/ RST/ & RSX -CPS Rheometers) \$800.00
- ☐ Calibration & Certification Service for Falling Ball \$1,000.00

(Both the viscometer & Ball Set need to be returned for proper calibration and require separate Return Number)

Additional Services: (Subject to Calibration Service Fee Listed Above)

- ☐ Upgrade Standard Unit to Magnetic with Point/Jewel (not available for Dial or DVE Instruments)..... \$645.00
- ☐ Upgrade Standard Unit to Magnetic with Ball Bearing (not available for LV torque, Dial or DVE Instruments) \$950.00
- ☐ Upgrade EZ-Lock Unit to Magnetic with Point/Jewel (not available for Dial or DVE Instruments) \$750.00
- ☐ Upgrade EZ-Lock Unit to Magnetic with Ball Bearing (not available for LV torque, Dial or DVE Instruments) \$950.00
- ☐ Change Range (LV/ RV/HA/HB TORQUE RANGE for DV instruments) (does not include cost of new spindles) \$750.00

Please circle the requested Torque range: LV/ RV/ HA/ HB & Purchase of NEW SPINDLE SET: YES/ NO.....

- ☐ Ball Bearing Suspension Retrofit (Not available for Dial or DVE or LV torque range) \$645.00
- ☐ N.I.S.T. Traceability (includes copies of the certificates for all the reference equipment used to calibrate your equipment) \$200.00
- ☐ Additional Lab Testing per Customer's Specification \$400.00/ Hour
- ☐ **24 Hour Rush Service** (NOT AVAILABLE FOR CONE & PLATE OR CAP VISCOMETERS) \$500.00
- ☐ 48 Hour Rush Service \$350.00

RETURN SHIPPING F.O.B. Middleboro, MA

FED EX: ☐ Ground ☐ Std. Overnight ☐ Priority Overnight ☐ 2nd Day

Fed Ex Account Number: _____

UPS**: ☐ Ground ☐ Next Day ☐ 2nd Day ☐ Collect

Your account number is **required for all UPS shipments: _____

**PLEASE ATTACH A COPY OF
YOUR PURCHASE ORDER.**

Return Authorization Number:

PACKAGING INSTRUCTIONS TO RETURN AN AMETEK BROOKFIELD VISCOMETER FOR REPAIR OR CALIBRATION

RUSH SERVICE MUST BE INDICATED ON THIS FORM AND CLEARLY MARKED ON THE OUTSIDE OF YOUR SHIPPING PACKAGE. ALL INSTRUMENTS RETURNED FOR REPAIR REQUIRE A RETURN AUTHORIZATION NUMBER.

Using these instructions, return the viscometer to the attention of the Repair Department

Please call our Repair Department for a Return Authorization Number. Failure to do so may delay the repair process.

- ☒ Remove and return spindles if you wish for them to be checked for straightness (properly packed for shipping). **DO NOT RETURN WITH THE SPINDLE ATTACHED.**
- ☒ Clean excess testing material off the instrument.
- ☒ Include SDS sheets for all hazardous materials tested with this instrument.
- ☒ If you have a shipping cap, as shown in Figure 1, please use it to support the pointer shaft. If you don't, then use a rubber band as shown in Figure 2 to support the pointer shaft.
- ☒ Pack the instrument in its original case. Cases are available for immediate shipment from AMETEK Brookfield. If the case is not available, take care to wrap the instrument with enough material to support it. Avoid using foam peanuts or shredded paper.
- ☒ **MODELS DIAL, DV-I, -II, -III Series, DVE, DV1M, DV2T, DV3T and DVNext only:** DO NOT send the laboratory stand unless there is a problem with the upright rod, clamp or base. If there is a problem with the stand, remove the upright rod from the base and individually wrap each item to avoid contact with the instrument. **DO NOT PUT THE LAB STAND IN THE VISCOMETER CARRYING CASE.**
- ☒ **KU MODELS:** Return the viscometer and lab stand as a complete assembly. **DO NOT REMOVE THE BASE OR UPRIGHT ROD.**
- ☒ Fill out page 1 of this *Repair Return Form* with as much information as possible to help expedite your service. This form can also be downloaded from our website:

www.brookfieldengineering.com -or -

Email us at ma-mid.sales@ametek.com

508-946-6200 or 800-628-8139

- ☒ Package the instrument and related items in a strong box for shipping. Mark the outside of the box with handling instructions and your return authorization number.

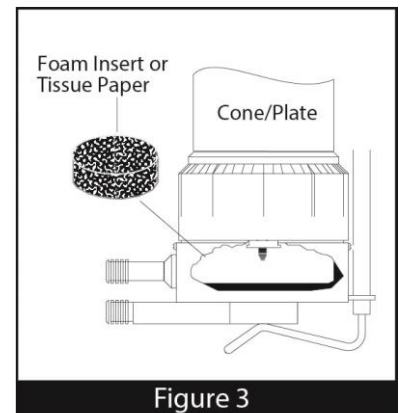
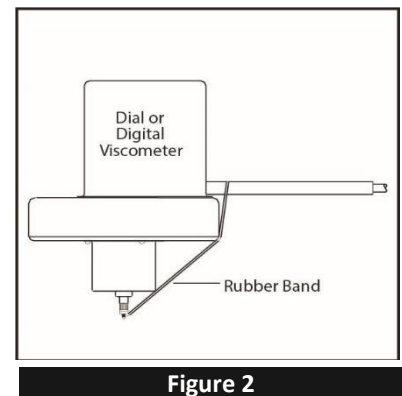
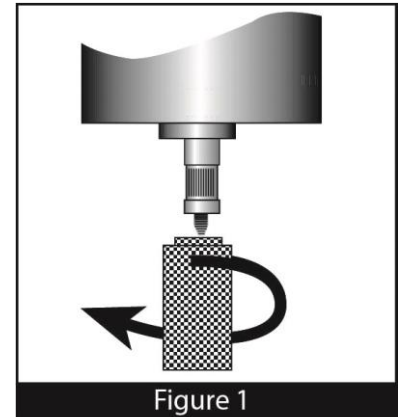
Example:

"Handle with Care" or

"Fragile - Delicate Instrument"

"Rush" if appropriate

- ☒ *For cone/plate instruments*, please remove the cone spindle and carefully pack in place in the shipping case. If available, use the original foam insert or roll up one sheet of tissue paper (or similar) and place between the spindle coupling and cup assembly (see Figure 3). This will help prevent damage in shipping.



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