

REPAIR RETURN FORM

IMPORTANT:

- BEFORE RETURNING YOUR INSTRUMENT, YOU MUST CALL BROOKFIELD OR GO ONLINE FOR A RETURN AUTHORIZATION NUMBER! FAILURE TO DO SO MAY RESULT IN A LONGER REPAIR TIME!**
- There is a \$198.00 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 \$850.00** (this statement must be written on the PO)

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 recommends that you create a back-up file before returning the instrument in for service.

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 Brookfield for a return authorization number. The components are **NOT** part of the standard viscometer.

OPERATING CONDITIONS

Spindle: _____ Speed: _____ Viscosity Range**: _____ Temperature Control: _____

Sample Temperature**: _____ Sample Description*: _____

Accessories: _____

*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.

** Please indicate "varies" if different types of ranges/samples are tested with this instrument.

☐ Please check this box if you received a Service Reminder Email for this instrument.

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

Instruments:

- ☐ Calibration & Certification Service for KU-3, DVE, DV1, DV2T, DV3T and DVNext\$440.00
- ☐ Calibration & Certification Service for KU-2, DV-I Prime and DV-II Pro.....\$600.00
- ☐ Calibration & Certification Service for KU-1, Dial, DV-E, DV-I, DV-II, DV-II+P and DV-III.....\$600.00
- ☐ Calibration & Certification Service for CAP1000 and CAP2000\$600.00
- ☐ Cone Spindle Calibration (each spindle returned on Cone & Plate or CAP Viscometers).....\$209.00/cone
- ☐ CTX Calibration & Certification Service Estimate to be determined
- ☐ CT3 Calibration & Certification Service\$685.00
- ☐ Powder Flow Tester Calibration & Certification Service\$1,265.00
- ☐ RSO Calibration & Certification Service..... Estimate to be determined
- ☐ RST Calibration & Certification Service (includes RS-CC, RS-SST, RST-CC, and RST-SST Rheometers)\$540.00
- ☐ RST Cone/Plate Calibration & Certification Service (includes RS-CPS and RST-CPS Rheometers).....\$680.00
- ☐ RST Coaxial Cylinder (per spindle/chamber)add \$220.00
- ☐ RST Cone/Plate (per cone spindle)add \$220.00
- ☐ Falling Ball Standard Calibration.....\$1,000.00

(Both the Viscometer & Ball Set need to be returned for proper calibration and require separate return numbers.)

Additional Services:

- ☐ Upgrade Standard Unit to Magnetic with Point/Jewel (not available for Dial or DVE Instruments).....\$585.00
- ☐ Upgrade Standard Unit to Mag. with Ball Bearing (RV or higher Torque Ranges) (not available for Dial or DVE Instruments).....\$585.00
- ☐ Upgrade from LV EZ-Lock to Mag. with Point/Jewel (not available for Dial or DVE Instruments).....\$660.00
- ☐ Upgrade from RV EZ-Lock to Mag. with Point/Jewel (not available for Dial or DVE Instruments).....\$660.00
- ☐ Upgrade from RV EZ-Lock with Ball Bearing to Magnetic with Ball Bearing (not available for Dial or DVE Instruments).....\$660.00
- ☐ Ball Bearing Suspension Retrofit (Includes CCS) (**Not available for DVE or LV torque ranges**).....\$845.00
- ☐ N.I.S.T. Traceability (includes copies of the certificates for all the reference equipment used to calibrate your equipment).....\$110.00
- ☐ Replacement Certificate for Serial Number\$39.00
- ☐ Additional lab testing per customer specification\$265.00/Hour
- ☐ **24 Hour Rush Service** (NOT AVAILABLE FOR CONE & PLATE OR CAP VISCOMETERS).....\$300.00
- ☐ **48 Hour Rush Service**\$200.00

RETURN SHIPPING F.O.B. Middleboro, MA

FED EX: ☐ Ground ☐ Std. Overnight ☐ Pri. 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 A 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.

Use these instructions, return the viscometer to the attention of the Repair Department (see address below).

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

- ☑ Remove and return all spindles so they can 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 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, 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.

IMPORTANT:

DV-III/DV-III+/DV-III Ultra: You must **send the base and all cables** when there is an **electrical problem**. It should be packaged carefully in a separate box from the rheometer head.

- ☑ **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.ccs@ametech.com

TEL 508-946-6200 or 800-628-8139 FAX 508-923-5009

- ☑ 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.

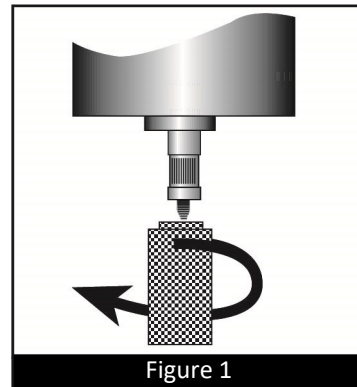


Figure 1

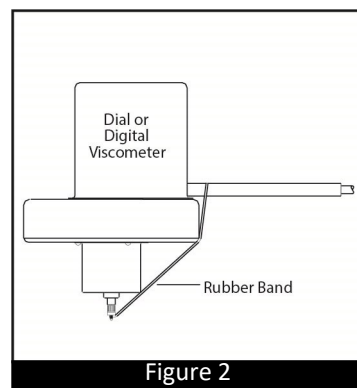


Figure 2

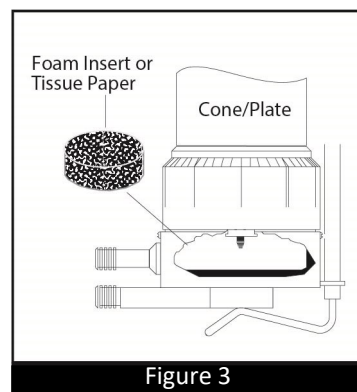


Figure 3



BEFORE RETURNING YOUR INSTRUMENT, YOU MUST CALL BROOKFIELD OR GO ONLINE FOR A RETURN AUTHORIZATION NUMBER. FAILURE TO DO SO MAY RESULT IN LONGER REPAIR TIME.



INSTRUMENTATION & SPECIALTY CONTROLS DIVISION

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