



SERVICE ORDER FORM

PLEASE NOTE FOR SERVICE/RECALIBRATION, WE ARE UNABLE TO PROCEED WITHOUT THE OFFICIAL PURCHASE ORDER DOCUMENT, DUE TO ISO PROCEDURES & NEW COMPANY POLICIES AND ENSURE THE NAME HAS BEEN CHANGED TO **AMETEK (GB) LTD T/A BROOKFIELD** TO AVOID DELAYS IN PROCESSING YOUR INSTRUMENT. 30 DAY PAYMENT TERM.

Your Purchase Order No. or Contract No: _____

Model: _____ Serial No: _____

Organization: _____

Contact Name: _____

Telephone Number: _____

E-mail address: _____

Delivery Address: _____

Invoicing Address (if different): _____

Reason for sending in for service: Service/calibration Repair

Notes: _____

*Any instrument returned to the customer without further work being carried out will be charged a nominal charge of £75.00 + delivery charges, £100.00 for PFT, R/S, LFRA, QTS & CAPS + delivery charges.

INSTRUMENTATION & SPECIALTY CONTROLS DIVISION

Ametek (GB) Limited Brookfield Technical Centre, 1 Stadium Way | Harlow, Essex CM19 5GX,
UK | <http://www.brookfield.co.uk>

P: +44 1279/451774 | F: +44 1279/451775 | E: service@brookfield.co.uk

Packaging Instructions to Return a Brookfield Viscometer for Repair or Calibration

- Remove and return all spindles (properly packed for shipping).
- **DO NOT RETURN VISCOMETER WITH SPINDLE ATTACHED.**
- Clean excess testing material off the instrument.
- Include **MSDS** sheets for all hazardous materials tested with this instrument.
- If you have shipping cap, please use it to support the pointer shaft. If you don't, then use a rubber band to support the pointer shaft.
- Pack the instrument in its original case. 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.
- **DO NOT** return 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 lab stand in viscometer carrying case.
- **NOTE:**
- **DV-III/DV-III+:** 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.
- Fill out the Service Order Form (page 1) with as much information as possible to help expedite your service.
- Package the instrument and related items in a strong box for shipping.
- Mark the outside of the box with handling instructions.
- Example: “**Handle with Care**” or “**Fragile**” or “**Delicate Instrument**” or “**Rush**” if appropriate.
- Contact our courier **FED-EX** on **01279 400190** or e-mail customerservices0023@fedex.com
- Please quote our contract number **134092** if required.
- **Remember to state you are a “third party customer” when calling and ask for a “Waybill” if you do not have one and if required.**
- When **FED-EX** arrives, ensure the driver gives you the Senders Copy Receipt..

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