



PROCESS ANALYTICAL INSTRUMENTS DIVISION

3375 N. Delaware Street, Chandler, AZ 85225

Email us at ccs.azic@ametek.com

Tel 800.528.7411 or 602.470.1414

www.brookfieldengineering.com

COMPUTRAC REPAIR RETURN FORM

IMPORTANT:

1. **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!**
2. There is a \$320.00 evaluation fee. This fee will be waived for instruments that receive service.
3. **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 (if eligible): NET 30; Freight terms FOB Chandler, AZ.**

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 MAX 4000, 4000XL, 5000XL, CT-3100L or CT-4200XL, 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:

* NOTE: If the instrument was exposed to hazardous material, contact Brookfield with the SDS for approval prior to shipment. After approval to ship the unit, it must be decontaminated BEFORE returning to Brookfield and an SDS for the hazardous material must be included with the 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 Computrac MAX 4000/4000XL.....\$800.00
- Calibration & Certification Service for Computrac MAX 5000XL\$900.00
- Calibration & Certification Service for Computrac Vapor Pro Linear / VPXL \$1300.00
- Calibration & Certification Service for Computrac Temperature Calibration - All Models\$250.00

* The above prices are general estimate prices. If additional parts, labor or repairs are required they will be billed at list price. We notify customers of repairs beyond \$2,500.00, for approval.

Additional Services:

- Computrac Loaner (Available Upon Request Only)\$228.00
- Computrac Storage Fee Per Month (Assessed starting day 61 after Final Quote)\$300.00
- Computrac Repair Labor Per Hour\$160.00
- Additional lab testing per customer specification\$300.00
- RUSH Service (Available Upon Request Only)Call for Price

RETURN SHIPPING F.O.B. Chandler, AZ

FED EX: Std. Overnight Pri. Overnight 2nd Day 3rd Day

Fed Ex Account Number: _____

UPS: Next Day 2nd Day 3rd Day

UPS Account Number: _____

PLEASE ATTACH A COPY OF YOUR PURCHASE ORDER.

Return Authorization Number :

PACKAGING INSTRUCTIONS TO RETURN A COMPUTRAC 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 Computrac 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 pan supports so they can be used for calibration (properly packed for shipping). DO NOT RETURN WITH THE PAN SUPPORT INSTALLED.
- Clean excess testing material off the instrument.
- Include SDS sheets for all hazardous materials tested with this instrument, after approval to ship the unit.
- Do not ship any accessories or accessory kits. AMETEK Brookfield is not responsible for lost of missing items.
- Do not ship power cord. AMETEK Brookfield is not responsible for lost cords.
- Pack the instrument in its original box. Boxes are available for immediate shipment from Brookfield. Avoid using bubble wrap and foam peanuts. Contact Customer Service for more information.



Figure 1

IMPORTANT:

Temperature Calibration Instruments: You must send the TCI, Disk, probe and all cables for calibration. It should be packaged carefully in its case. The Serial Number of the probe must match the serial number on the TCI.

- 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 css.azic@ametek.com
TEL 800.528.7411 OR 602.470.1414
- 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



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