

REPAIR RETURN PACKAGING INSTRUCTIONS

RUSH SERVICE MUST BE MARKED ON THE OUTSIDE OF YOUR SHIPPING PACKAGE.

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

- ✓ Please include a copy of the email order acknowledgement you received from your web service request in the instrument case.
- ✓ 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 and spindles.
- ✓ 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 and foam molds are available for immediate shipment from Brookfield. Please call us at 1-800-628-8139 or email us at MA-MID.ccs@ametech.com to request a foam mold or 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.
- ✓ **MODELS DIAL, DV-I, -II, -III Series, DV2T and DV3T 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.
- ✓ Package the instrument and related items in a strong box for shipping. Mark the outside of the box with handling instructions and your web service order reference 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.

