

REPAIR RETURN FORM

IMPORTANT:

1. There is a £150 evaluation fee. This fee will be waived for instruments that receive service.
2. **A PDF or hard copy is required for all Purchase Orders and must include the following information:**
 - Issued in the name of: **AMETEK (GB) Ltd T/A Brookfield**
 - Payment terms: **To match our quotation**
 - **Please refer to our quotation number on your purchase order**

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 quotation. 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 a COSHH sheet for the hazardous material must be included with the instrument.

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

PACKAGING INSTRUCTIONS TO RETURN A BROOKFIELD VISCOMETER FOR REPAIR OR CALIBRATION

EXPRESS SERVICE AND LOAN REQUESTS MUST BE INDICATED BY TICKING THE RELEVANT BOX BELOW. EXPRESS 48 HOUR SERVICE SHOULD BE CLEARLY MARKED ON THE OUTSIDE OF YOUR SHIPPING PACKAGE. ALL INSTRUMENTS RETURNED FOR REPAIR REQUIRE A RETURN SALES ORDER NUMBER.

EXPRESS 48 HOUR REQUIRED **LOAN INSTRUMENT REQUIRED**

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

Please include a Sales Order 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.

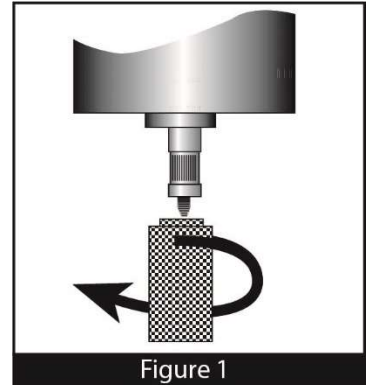


Figure 1

MODELS DIAL, DVE, DV1, 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.**

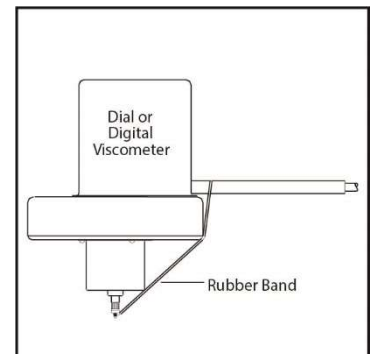
IMPORTANT:

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.

Package the instrument and related items in a strong box for shipping. Mark the outside of the box with handling instructions and your sales order number.

Example: "Handle with Care" or
"Fragile - Delicate Instrument"
"Express Service" 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. This will help prevent damage in shipping.

Once the instrument is ready for transport please contact the UK Brookfield service department by writing to uk-har.service@ametec.com or call 01279451774 to request a waybill. This will be emailed to you. Print and attach the waybill onto the returning package(s).

Contact our courier FedEx online at <http://www.fedex.com/gb/shipping-services/global-returns/schedule-return-shipment.html> to arrange uplift and provide the tracking information when asked.



INSTRUMENTATION & SPECIALITY CONTROLS DIVISION

Brookfield Technical Centre, 1 Stadium Way, Harlow

Essex CM19 5GX

Tel +44(0) 1279 451 774

www.brookfieldengineering.uk uk-har.service@ametec.com



Whether you are a Lab Manager, a Quality Control Manager, or you want to produce the highest quality products, AMETEK Brookfield University provides material characterisation learning opportunities at your convenience on topics that interest you. Take courses with instructors who are specialised, certified, and possess combined decades of experience in viscosity, rheology, texture, powder flow, moisture, gas analysis, and more. Our training platform offers:

- Online training courses in a number of subject matters
- Live training courses and webinars
- Control on pace of learning
- On-demand online and offline training
- Global onsite training in locations near you
- Certificates and credentials that position you as an expert in your field and add value to your organisation

Partner with us to experience material characterisation at its best. For more information visit;

<https://store.brookfieldengineering.uk/pages/brookfield-university>
or call 01279 451 774.

A promotional banner for AMETEK Brookfield. It features the Brookfield AMETEK logo at the top center. The main text reads 'Buy online and get free shipping.' Below this, it says 'Purchasing AMETEK Brookfield products has never been easier.' There is a 'Shop Now' button. The banner is decorated with blue curved shapes and icons: a computer monitor with a lightbulb on the left and a shipping box with a checkmark on the right.

As a valued service customer we are also able to offer viscosity standards at very competitive rates!

Using viscosity standards offers peace of mind that your instrument is continuing to operate as efficiently and accurately as the day it was serviced.

Please email or call our sales team to discuss your requirements and the special rates we are able to offer our service customers. Alternatively please visit our on-line store at; <https://store.brookfieldengineering.uk/>

AMECARE
PERFORMANCE SERVICES