

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.

Contract No. (if known): _____

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 + Service/calibration

Notes: _____

*OUR BASIC INSPECTION FEE FOR VISCOMETERS IS £75 + RETURN CARRIAGE. FOR PFT, RS, LFRA, QTS AND CAPS INSTRUMENTS, THE INSPECTION CHARGE IS £100 + RETURN CARRIAGE. ALL PRICES ARE EXCLUSIVE OF VAT.

INSTRUMENTATION & SPECIALTY CONTROLS DIVISION

Ametek (GB) Limited Brookfield Technical Centre, 1 Stadium Way | Harlow, Essex CM19 5GX,

UK | <https://www.brookfieldengineering.uk>

P: +44 1279/451774 | F: +44 1279/451775 | E: uk-har.service@ametek.com



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.
- Once the instrument is ready for transport please contact the UK Brookfield service department by writing to uk-har.service@ametek.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 **FED-EX** on **0345 6000068** to arrange uplift and provide the tracking information when asked.
- When **FED-EX** arrives, ensure the driver gives you the Senders Copy Receipt.

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