H2scan PROCESS and SAFETY PRODUCTS RMA FORM

To avoid delays in processing products returned for service, please fill this form out as completely as possible.

1.0: CUSTOMER INFORMATION

			H2scan USE ONLY	
Name		Date	*RMA #*	
Title			*Date*	
Phone			*Quote #*	
Email			*SEI #*	
Company			*SO #*	
Address			*Cust PO*	
City		State/Province		
Country		Postal Code		

2.0: PRODUCT INFORMATION

Model number:		If "Other" enter model number here:
Serial number:		
Date installed (if known):		
Installed with paired pressure transducer? (Note: applies to model 27xx only):	YES NO	

If "**YES**", the paired pressure transducer **MUST** be returned with the analyzer. The pressure transducer is **REQUIRED** for correct paired calibration with the analyzer. Failure to return it may delay service and/or result in a sub-optimal calibration.

Purchased from:	

3.0: DESCRIPTION OF PROBLEM

Reason for return:	

Description of the problem:

List any error codes if known:	
If returning a HY-OPTIMA Model 27xx, has it been opened and/or has the display board been removed?	YES NO

Describe any troubleshooting steps attempted:

Additional comments:

4.0: MATERIAL DISPOSITION

If unit cannot be repaired, it should be:	RETURNED AS IS	DISCARDED	H2scan reserves the right to discard units after 30 days if no instructions are provided.

5.0: CUSTOMER ACKNOWLEDGEMENT

1. Customer hereby states that the unit has not been exposed to radioactive or hazardous materials. H2scan is not able to accept such returns.
2. Customer agrees that units sent for service may not be repairable or may be deemed beyond economic repair.
3. Prior to returning an analyzer to service it is strongly recommended to perform a field calibration. Refer to the product manuals for proper installation and operation. The latest versions can always be found at www.h2scan.com.

PLEASE CHECK THIS BOX TO ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTOOD THE ABOVE INFORMATION.
RETURNS CANNOT BE PROCESSED AND MAY BE DELAYED IF THIS BOX IS NOT CHECKED.