

H2scan 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):	
For 27XX-series models only: Installed with paired pressure transducer?	
	YES NO
<p>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.</p>	

3.0: DESCRIPTION OF PROBLEM	
Reason for return:	
Description of the problem:	
List any error codes if known:	
Describe any troubleshooting steps attempted:	
Additional comments:	

4.0: MATERIAL DISPOSITION	
If unit cannot be repaired, it should be:	<input type="checkbox"/> RETURNED AS IS <input type="checkbox"/> DISCARDED <small>H2scan reserves the right to discard units after 30 days if no instructions are provided.</small>

5.0: CUSTOMER ACKNOWLEDGEMENT	
<p>1. Customer hereby states that the unit has not been exposed to radioactive or hazardous materials. H2scan is not able to accept such returns.</p> <p>2. Customer agrees that units sent for service may not be repairable or may be deemed beyond economic repair.</p> <p>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.</p> <p>PLEASE CHECK THIS BOX TO ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTOOD THE ABOVE INFORMATION.</p> <p><u>RETURNS CANNOT BE PROCESSED AND MAY BE DELAYED IF THIS BOX IS NOT CHECKED.</u></p>	