

Workshop Repair Application Form



European Instruments Ltd
Shotover Kilns, Old Road,
Headington, Oxford, OX3 8ST

Telephone: 01865 750375
Email: sales@ei.co.uk
Fax: 01865 769985
Web: www.ei.co.uk

Important: Equipment cannot be accepted unless Customer Declaration has been completed

Customer Details

Company / Organisation:	Contact:
Address:	Tel:
	Fax:
	email:

*If being returned through a Dealer please state your Dealer's name here:

Equipment Details

Make:	Please detail any accessories sent with equipment below:
Model:	
Serial Number:	
Power Supply included: Yes <input type="radio"/> No <input type="radio"/>	Under Warranty: Yes <input type="radio"/>

Reported Fault

Describe fault and any other requirements:

Terms and Cost (By returning your equipment to us you agree to these terms and costs)

- Inspection Charge:** The cost to inspect the equipment is £125 + VAT*. This charge covers Inspection of the equipment, raising an estimate and the return carriage in the event the repair estimate is not accepted.
*If the equipment cannot be repaired the inspection charge will be reduced to £35 + VAT to cover the cost of return carriage back to you
- If the repair estimate is accepted the Inspection Charge will not be charged. If the repair estimate is not accepted the Inspection Charge will be charged and the equipment will be returned to you.
- If we have not received instructions from you to proceed with the repair within 30 calendar days of the estimate being sent we will commence arrangements to return the equipment to you and invoice you for the inspection charge. In the event the equipment cannot be repaired you will be notified and arrangements will be made to return the equipment back to you.
- Additional Terms:** Our general terms of business also apply. These can be downloaded at www.ei.co.uk

Equipment Decontamination

We can only work on equipment that has been decontaminated. Please ensure equipment has been decontaminated of any chemical / biological hazard or any other hazard that may be considered hazardous to health.

Customer Declaration

I agree to and accept the terms and costs detailed above and confirm the equipment has been decontaminated.
If a purchase order is required to cover the inspection charge enter here (if not required leave blank):

Customer Name (print):

Signature _____ Date: _____

(For electronic submissions type "I CONFIRM" followed by your name and date, e.g. I CONFIRM ANDREW SMITH 3/7/2020)

EI Use:

EI Process Code:

Date:

INSTRUCTIONS FOR PACKING BALANCES

FOR SHIPPING VIA ROAD TRANSPORT

Please follow the guidance below, unfortunately, we do receive balances damaged in transit due to poor packaging.

Please arrange for suitable insurance before sending your balance.

Important :

This information is provided for guidance only. This guidance is provided to the customer on the understanding that European Instruments cannot accept any liability for damage caused in transit

ANALYTICAL BALANCES WITH GLASS DOORS

- 1) If you have the manufacturers instructions follow any locking procedure.
- 2) Remove the pan, pan support and any external power supply and pack separately so they will not be damaged nor cause damage.
- 3) Glass doors should be taped closed with masking tape. Avoid glass to glass or metal contact by inserting foam or a cardboard pad between the surfaces.
- 4) Place the instrument in a plastic bag and seal with sellotape.
- 5) Place the instrument in a cardboard carton as close fitting as possible. Fill any space with bubble wrap or paper to restrict any movement and seal the carton with vinyl tape.
- 6) Place the first carton containing the instrument in a larger carton with at least 15cm of firm packing material all around, taking into account the pan, pan support and power supply. You may use firm foam.
- 7) Make sure the carton is sealed with strong vinyl tape and for very heavy instruments strapping is recommended. Ensure the delivery address is clearly marked on the outside.

PLEASE NOTE

We do not recommend shipping balances with automatic glass doors without the manufacturers carton and packing as they are prone to expensive damage. In the main, these are Sartorius MC/ME/Cubis series and Mettler AT/MT/MX/AX/XP series. Please contact our Service Department for assistance.

TOP PAN BALANCES

- 1) If you have the manufacturers instructions follow any locking procedure.
- 2) Remove the pan, pan support and any external power supply and pack separately so they will not be damaged or cause damage whilst in transit. If the balance is fitted with a removable glass draught shield the customer should retain this.
- 3) Place the instrument in a plastic bag and seal with sellotape.
- 4) Place the instrument in a cardboard carton as close fitting as possible. Fill any space with bubble wrap or paper to restrict any movement and seal the carton with vinyl tape.
- 5) Place the first carton containing the instrument in a larger carton with at least 10cm (15cm for heavy instruments) of firm packing material all around, taking into account the pan, pan support and power supply. You may use firm foam, shredded paper, wood wool or bubble wrap for light instruments.
- 6) Make sure the carton is sealed with strong vinyl tape and for very heavy instruments strapping is recommended. Ensure the delivery address is clearly marked on the outside.

FOR FURTHER INFORMATION PLEASE CONTACT OUR SERVICE DEPARTMENT