

# LABORATORY REPAIR RETURN FORM

Please call our Repair Department for a Return Authorization Number, fill out this form completely and return it with your instrument. Failure to do so may delay the repair process.

**IMPORTANT:**

1. Brookfield recommends that all viscometers be returned for annual calibration. Calibration & Certification Service is automatically performed for instruments that require torque sensing adjustments and/or repair.
2. There is a \$100.00 evaluation fee for repair estimates; this fee will be waived for instruments that receive service.
3. Requests for RUSH service must be indicated on the shipping package and accompanying paperwork.
4. We will contact you ONLY if repairs exceed \$500.00.

**CONTACT/USER INFORMATION**

Primary Contact: \_\_\_\_\_ Phone No. \_\_\_\_\_

Fax No. \_\_\_\_\_ Email: \_\_\_\_\_

**BILLING:**

Company \_\_\_\_\_

Address \_\_\_\_\_

**SHIPPING:**

Company \_\_\_\_\_

Address \_\_\_\_\_

**INSTRUMENT INFORMATION**

Model: \_\_\_\_\_ Please describe all problems/malfunctions: \_\_\_\_\_

Serial No: \_\_\_\_\_



**FOR MODEL D HELIPATH, THERMOSEL, THERMOSEL CONTROLLER AND C/P SPINDLES: DO NOT SEND IN THESE ITEMS UNLESS THEY NEED TO BE SERVICED. SENDING IN ANY OF THE ITEMS WITH A UNIT WILL RESULT IN AUTOMATIC SERVICING. ADDITIONAL CHARGE(S) WILL BE APPLIED AND INVOICED SEPARATELY FROM VISCOMETER. SEPARATE RETURN AUTHORIZATION NUMBERS ARE REQUIRED FOR EACH OF THESE ITEMS SENT IN FOR SERVICE.**

**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 an MSDS for the hazardous material must be included with the instrument.

**SERVICE AND RETURN INSTRUCTIONS** Please check service(s) required and describe problematic symptoms above.

- Calibration & Certification Service > NOTE: this service is required for instruments that require torque sensing adjustments/repair.....\$245.00
- CAP, LFRA, QTS or CT3 Service .....\$245.00
- Cone Spindle Calibration (each spindle returned on Cone & Plate or CAP Viscometers) NOTE: Rush Service, add \$5.00/cone .....\$100.00
- Ball Bearing Suspension Retrofit\* (Includes Calibration & Certification Service) .....\$500.00  
\*Note (Available for DV-I+/Prime, DV-II+/PRO Viscometers, and DV-III+/Ultra Rheometers in torque ranges RV, HA, and HB)
- EZ-Lock Upgrade\* (Includes Calibration & Certification Service).....\$500.00  
\*Note (Available for DV-I+/Prime, DV-II+/PRO Viscometers, and DV-III+/Ultra Rheometers) PLEASE ADVISE IF YOU ARE USING ANY ACCESSORIES
- N.I.S.T. Traceability (includes copies of the certificates for all the reference equipment used to calibrate your equipment).....\$42.00
- Additional lab testing per customer specification .....\$155.00/Hour
- 24 Hour Rush Service (NOT AVAILABLE FOR CONE & PLATE OR CAP VISCOMETERS).....\$140.00
- 48 Hour Rush Service .....\$100.00

**RETURN SHIPPING** F.O.B. Middleboro, MA

UPS:  Ground  Next Day  2nd Day  Collect\*\* FED EX\*\*:  Ground  Std. Overnight  Pri. Overnight  2nd Day

\*\*Your account number is **required** for all FED EX shipments and for UPS collect): \_\_\_\_\_



*For credit card payments, please notify Brookfield when receiving your Return Authorization Number. Please refrain from writing credit card information on this form.*

**BEFORE RETURNING YOUR INSTRUMENT, YOU MUST CALL BROOKFIELD FOR A RETURN AUTHORIZATION NUMBER. FAILURE TO DO SO MAY RESULT IN LONGER REPAIR TIME.**

**Purchase Order No.**

**Return Authorization No.**

## PACKAGING INSTRUCTIONS TO RETURN A BROOKFIELD VISCOMETER FOR REPAIR OR CALIBRATION

**RUSH SERVICE MUST BE INDICATED ON THIS FORM AND CLEARLY MARKED ON THE OUTSIDE OF YOUR SHIPPING PACKAGE. ALL INSTRUMENTS RETURNED FOR REPAIR REQUIRE A RETURN AUTHORIZATION NUMBER.**

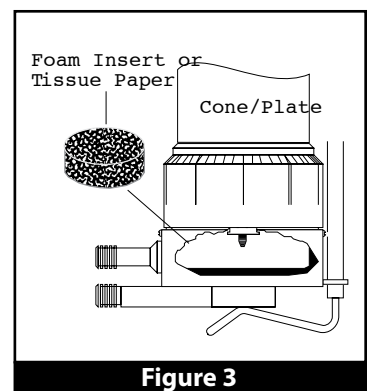
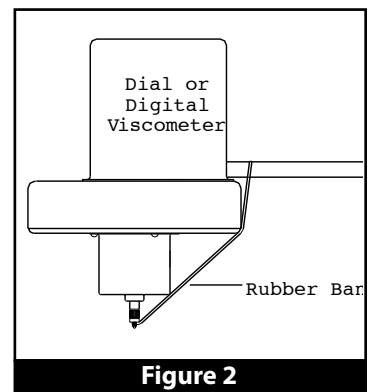
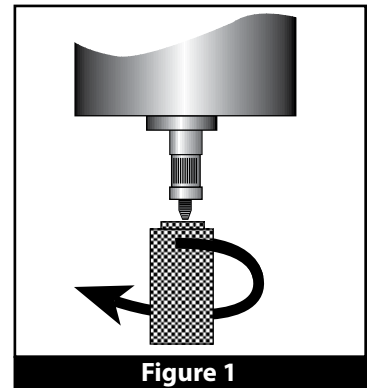
Using these instructions, return the viscometer to the attention of the Repair Department (see address below).

- 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 MSDS 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.
- MODELS DIAL, DV-I, DV-II, DV-III 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:

*DV-III/DV-III+/DV-III Ultra:* 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 page 1 of this *Laboratory Repair Return Form* with as much information as possible to help expedite your service. This form can also be downloaded from our website: [www.brookfieldengineering.com](http://www.brookfieldengineering.com)  
-or -  
Email us at [CCS@brookfieldengineering.com](mailto:CCS@brookfieldengineering.com)  
TEL 508-946-6200 or 800-628-8139 FAX 508-923-5009
- Package the instrument and related items in a strong box for shipping. Mark the outside of the box with handling instructions and your Brookfield return authorization number.  
Example: "Handle with Care" or  
"Fragile - Delicate Instrument"  
"Rush" 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 (see Figure 3). This will help prevent damage in shipping.



with offices in: Boston • Chicago • London • Stuttgart • Guangzhou

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