

# Appendix C. Customer Service

## Point of Contact

Your point of contact for service, or return of equipment to FCI is your authorized FCI service representative (see list in the front matter of this manual).

## Reference Documents

Return Authorization Request/Certificate of Non-Contamination (Document 1)

Warranties (Document 2)

Documents 1 and 2 are included in this appendix.

## Hardware Return Procedure

1. Complete a Return Authorization (RA) Request/Certificate of Non-Contamination form (Document 1) and mail or fax it to the FCI customer department. After FCI issues you an RA number, complete the following steps.
2. Thoroughly clean the hardware.
3. Package each instrument with protective packing material similar to the original FCI shipment cartons indicated below. **All damage occurring in transit is the customer's responsibility.**
  - a. Instruments weighing less than 25 pounds each are to be covered with protective wrap, i.e. bubble wrap or surrounded with "popcorn". Instruments weighing greater than 60 pounds or extending more than four feet should be secured in wooden crates by bolting the sensing element assembly in place.
  - b. Protect the sensing element with a cardboard tube or other sturdy wrapping.
  - c. Do not pack more than four small instruments in each carton.
  - d. Packages weighing in excess of 70 pounds or with a combined length and girth of more than 138 inches cannot be shipped by United Parcel Service. Larger packages or crates should be shipped by carriers who specialize in the transport of industrialized instrumentation.
  - e. The RA number should be noted on the packing list and marked clearly on the outside of the box.
4. Prepay freight to the FCI receiving door.

## Shipping/Handling Charges

### All Shipping (Warranty and Nonwarranty Repairs or Returns)

The customer prepays all shipping, freight, duty/entry and handling charges from the customer site to the FCI door. If the customer does not prepay, FCI will invoice the customer for the charges that appear on the freight bill. Address the return equipment to :

FLUID COMPONENTS INTL  
 1755 LA COSTA MEADOWS DRIVE  
 SAN MARCOS, CA. 92069  
 ATTN: REPAIR DEPT.  
 RA NUMBER: \_\_\_\_\_

## Warranty Repairs or Returns

FCI prepays ground transportation charges for return of freight to the customer's door. FCI reserves the right to return equipment by the carrier of our choice.

International freight, handling charges, duty/entry fees for return of equipment are paid by the customer.

## Nonwarranty Repairs or Returns

FCI returns repaired equipment to the customer either collect or prepaid and adds freight charges to the customer invoice.

## Return to Stock Equipment

The customer is responsible for all shipping and freight charges for equipment that is returned to FCI stock from the customer site. These items will not be credited to customer's account until either all freight charges are cleared or until the customer agrees to have any freight costs incurred by FCI deducted, along with applicable return to stock charges, from the credit invoice. (Exceptions are made for duplicate shipments made by FCI.)

If any repair or return equipment is received at FCI, freight collect, without prior factory consent, FCI bills the sender for these charges.

## Field Service Procedures

### Field Service Requests

Contact your FCI field representative to request field service.

A field service technician is dispatched to the site from either the FCI factory or one of the FCI representative offices. After the work is complete, the technician completes a preliminary field service report at the customer site and leaves a copy with the customer.

Following the service call, the technician completes a formal, detailed service report. The formal report is mailed to the customer within five days of the technician's return to the factory or office.

### Rates

All field service calls are billed at the prevailing rates as listed in the FCI Price Book unless specifically excepted by the FCI Customer Service Manager. FCI reserves the right to bill for travel times at our discretion.

Customers are charged for shipping costs related to the transfer of equipment to and from the job site. They are also invoiced for field service work and travel expenses by FCI's Accounting Department.

Document 1.

FCI RETURN AUTHORIZATION REQUEST

Customer Information

Name of Company Returning Hardware \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone # \_\_\_\_\_ Fax # \_\_\_\_\_

Customer Bill to Address: \_\_\_\_\_ Ship to: \_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

Purchase Agent Contact: \_\_\_\_\_ Phone # \_\_\_\_\_ Fax # \_\_\_\_\_

Product Information

Model Number(s) \_\_\_\_\_ Serial Number(s) \_\_\_\_\_

Sending: Electronics only [ ] Sensor only [ ] Complete unit [ ] Number of units \_\_\_\_\_

Failure Symptoms \_\_\_\_\_

Troubleshooting done in the field by FCI representative [ ] or by Customer [ ] : \_\_\_\_\_

Action to be taken by FCI \_\_\_\_\_

(Note: Re-calibration/Re-certification requires the completion of a new Application Data Sheet)

Process Flow Media: \_\_\_\_\_

Who is your FCI factory technical contact: \_\_\_\_\_

Note: FCI will charge a \$100 minimum handling fee on all non-warranty evaluations.

Have you contacted your local FCI representative for assistance? \_\_\_\_\_ yes \_\_\_\_\_ no

Decontamination Information

Exposure to hazardous materials is regulated by Federal, state (California), County and City laws and regulations. These laws provide FCI's employees with the right to know the hazardous materials with which they come in contact while handling our products. Consequently, our employees must have access to data regarding the hazardous materials which the equipment has been exposed to in your process(es). Accordingly, prior to returning your instrument for repair, please sign the certification below and thoroughly comply with the instructions, if applicable.

I certify that the item(s) has (have) been thoroughly and completely cleaned and if the item(s) has (have) been exposed to or contacted by a hazardous material, hazardous substance or toxic materials or substances that the undersigned can assure the returned item(s) has (have) been thoroughly and completely decontaminated and neutralized of such substances and contamination. I have also attached a Material Safety Data Sheet (MSDS) which covers all hazardous material, hazardous substance or toxic materials or substances exposed to or contacted by the instrument. Furthermore, I understand that this Certificate, or providing a MSDS, shall not waive our responsibility to provide a neutralized, decontaminated, and clean product for repair to FCI.

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

Cleanliness of a returned item or the acceptability of the MSDS shall be at the sole discretion of FCI. Any returned item which does not comply with these instructions shall be returned to you at your expense.

## Document 2. Warranties

### Warranties

Goods furnished by the Seller are to be within the limits and of the sizes published by the Seller and subject to the Seller's standard tolerances for variations. All items made by the Seller are inspected before shipment, and should any of said items prove defective due to faults in manufacture or performance under Seller approved applications, or fail to meet the written specifications accepted by the Seller, they will be replaced or repaired by Seller at no charge to Buyer provided return or notice of rejection of such material is made within a reasonable period but in no event longer than three (3) years for non-calibration defects and one (1) year for calibration defects from date of shipment to Buyer, and provided further, that an examination by Seller discloses to Seller's reasonable satisfaction that the defect is covered by this warranty and that the Buyer has not returned the equipment in a damaged condition due to Buyer's or Buyer's employees', agents', or representatives' negligence and Buyer has not tampered, modified, redesigned, misapplied, abused, or misused the goods as to cause the goods to fail. In addition, this warranty shall not cover damage caused by Buyer's exposure of the goods to corrosive or abrasive environments. Moreover, Seller shall in no event be responsible for (1) the cost or repair of any work done by Buyer on material furnished hereunder (unless specifically authorized in writing in each instance by Seller), (2) the cost or repair of any modifications added by a Distributor or a third party, (3) any consequential or incidental damages, losses, or expenses in connection with or by reason of the use of or inability to use goods purchased for any purpose, and Seller's liability shall be specifically limited to free replacement, or refund of the purchase price, at Seller's option, provided return or rejection of the goods is made consistent with this paragraph, and the Seller shall in no event be liable for transportation, installation, adjustment, loss of good will or profits, or other expenses which may arise in connection with such returned goods, or (4) the design of products or their suitability for the purpose for which they are intended or used. Should the Buyer receive defective goods as defined by this paragraph, the Buyer shall notify the Seller immediately, stating full particulars in support of his claim, and should the Seller agree to a return of the goods, the Buyer shall follow Seller's packaging and transportation directions explicitly. In no case are the goods to be returned without first obtaining a return authorization from the Seller. Any repair or replacement shall be at Seller's factory, unless otherwise directed, and shall be returned to Seller transportation prepaid by Buyer. If the returned goods shall prove defective under this clause they will be replaced or repaired by Seller at no charge to Buyer provided the return or rejection of such material is made within a reasonable period, but in no event longer than (1) year from the date of shipment of the returned goods or the unexpired terms of the original warranty period whichever is later. If the goods prove to be defective under this paragraph, the Buyer shall remove the goods immediately from the process and prepare the goods for shipment to Seller. Continued use or operation of defective goods is not warranted by Seller and damage occurring due to continued use or operation shall be for Buyer's account. Any description of the goods contained in this offer is for the sole purpose of identifying them, and any such description is not part of the basis of the bargain, and does not constitute a warranty that the goods will conform to that description. The use of any sample or model in connection with this offer is for illustrative purposes only, is not part of the basis of the bargain, and is not to be construed as a warranty that the goods will conform to the sample or model. No affirmation of that fact or promise made by the Seller, whether or not in this offer, will constitute a warranty that the goods will conform to the affirmation or promise. **THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY AND ALL OTHER EXPRESS OR IMPLIED WARRANTIES WITH RESPECT TO THE GOODS OR THEIR INSTALLATION, USE, OPERATION, REPLACEMENT OR REPAIR, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS OF PURPOSE; AND THE GOODS ARE BEING PURCHASED BY BUYER "AS IS". SELLER WILL NOT BE LIABLE BY VIRTUE OF THIS WARRANTY OR OTHERWISE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE RESULTING FROM THE USE OR LOSS OF USE OF THE GOODS.**