



(951) 245-5800 FAX (951) 245-5788

Support Product Services - West Coast Sales and Service

PLEASE PRINT THIS FORM FOR CALIBRATION OR REPAIR AND RETURN WITH YOUR INSTRUMENT TO THE ADDRESS BELOW. PLEASE USE A SEPARATE FORM FOR EACH INSTRUMENT.

Return shipping instructions:

- 1. Ship material prepaid and insured to:

Support Product Services
31883 Corydon St #160
Lake Elsinore, CA 92530

All analyzers are returned PPA VIA UPS and insured unless otherwise instructed.

- 2. Requests for estimate of repair will be subject to a \$209.00 evaluation fee should you decide not to proceed with repair or replacement. If purchase a new instrument within 120 days of the invoice, the evaluation fee will be credited toward that purchase.

Expedite service insuring evaluation within 24 hours of receipt of analyzer is available for \$250

- 3. After repair, your unit is calibrated to original factory settings or written custom specifications and is warranted against defects and workmanship of items repaired for 30 days. Disposable items are not covered under warranty. Suitability for use lies solely with user or safety personnel.
- 4. Repairing or altering of this article of equipment beyond the scope of maintenance instructions by stations other than factory or SPS may void all warranties and approvals and could cause the product to fail to perform as designed. Please refer to your instrument manual for all operating instructions.
- 5. All warranty repairs will be charged a calibration gas fee of \$119.00

Inquiries about Technical Support or status on repairs please call us at (951) 245-5800

**WE SELL AND SERVICE ALL MODELS OF ECOM ANALYZERS
SPS RETURN FOR SERVICE FORM**

To help process your repair requests, please provide the following information:

CUSTOMER'S BILLING INFORMATION		CUSTOMER'S SHIPPING INFORMATION	
Company Name		Company Name	
Street/PO Box		Street	
City/State/Zip		City/State/Zip	
Contact Name		Contact Name	
Phone Number		Phone Number	
Fax Number		Fax Number	
PO Number		Analyzer Serial #	
Email		Tracking Email	

Please select one of the following choices:

- Calibrate and return (PO Number required)
- Repair and return (PO Number required)
- Estimate required before repair (see item 2 on top of form)

Description of problem/special instructions:

Authorized by:

Title:

Date:

Analyzer Received		Shipped Via		SPS Quote #	
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**PLEASE REMOVE ALL LOOSE ITEMS FROM CASE – JUST INCLUDE PROBE & SAMPLE HOSE
SPS NOT RESPONSIBLE FOR MISSING ITEMS**