

ESTIMATED CHARGE:

A purchase order is required for a minimum amount of:

\$425.00 for diagnostic services/estimating repairs with standard turnaround time (5-10 business days).

\$638 for emergency diagnostic services/estimating repairs (less than 5 business days)

NON-WARRANTY PARTS OR SERVICE:

After receiving and inspection of the item(s) pricing will be determined and communicated to the customer. EMS will need approval of the charge by the customer before any work is performed.

WARRANTY PARTS OR SERVICE:

After receiving the item(s) EMS will inspect and determine if the warranty claim is valid.

If EMS agrees it should be covered under our warranty the repair or replacement will be at no charge.

If EMS has reason to believe the damage or failure is not covered under EMS warranty the customer will be contacted with the explanation and charges.

IN-HOUSE SERVICE RATES

Effective: October 1, 2013

5-10 Days is our Standard Service turnaround.

Standard service will be invoiced at the rate of EMS Standard Service rates.

EMERGENCY SERVICE IS LESS THAN 5 BUSINESS DAYS.

Emergency service will be invoiced at the rate of EMS Emergency Service rates.

GUARANTEE:

All work performed and all materials installed by EMS Service Engineer (excluding materials which have their own specific warranty) are guaranteed for 30 days from completion date. Workmanship guarantee provides that all work performed will meet manufacturer's specifications.

REPAIR SERVICE LOCATION AND SHIPPING INSTRUCTION:

Repair items must have the Return Authorization Number clearly written on the outside of each box.

The Return Authorization Form must be included with the shipment preferably in or on box #1.

Items are to be sent prepaid to Environmental Monitor Service, Inc. 87 Gypsy Lane, Meriden, CT 06450

Non-USA shipments sent to EMS. All shipping, including customs charges must be pre-paid by the shipper. EMS reserves the right to refuse shipments without Return Merchandise Authorization Number.

RETURN SHIPPING:

Returned items will be sent by UPS Ground prepaid to any location in USA. If other shipping methods are requested it will be at additional charge to customer.

QUESTIONS OR HELP FILLING OUT THIS FORM:

Phone: **203-935-0102 ext. 10**

IMPORTANT!

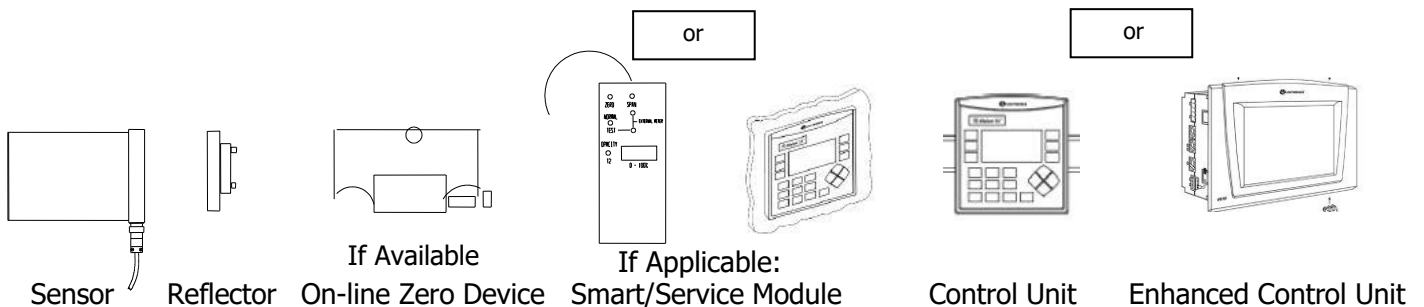
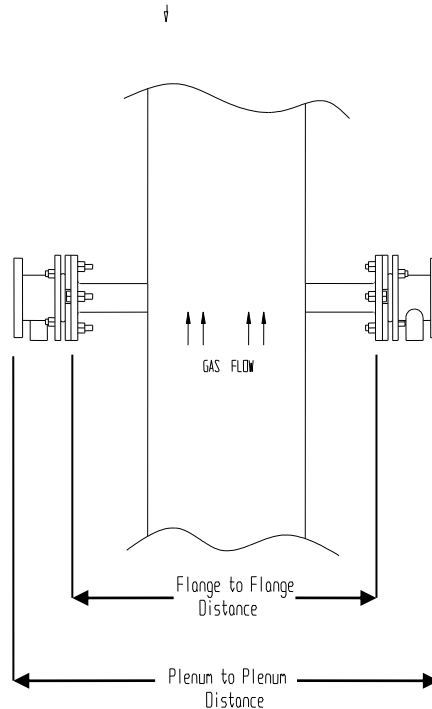
In order to calibrate your transmissometer to onsite distance, we require the original retro-reflector that matches the s/n of the transmissometer. If the retro is not available during the repair the transmissometer will need to be calibrated by a trained technician onsite. All returned items should have matching S/N.

Mandatory for Sensor
Calibration:

Flange – Flange _____

Or

Plenum –Plenum _____



WITH MATCHING S/N, ALL ABOVE COMPONENTS ARE REQUIRED TO BE RETURNED

Ship to:
Environmental Monitor Service Inc.
Service Dept.
87 Gypsy Lane
Meriden, CT 06450

Repair items must have the Return Authorization Number clearly written on the outside of each box. The Return Authorization Form must be included with the shipment preferably in or on box #1.

Items are to be sent by freight prepaid to Environmental Monitor Service, Inc. 87 Gypsy Lane, Meriden, CT 06450

EMS reserves the right to refuse shipments without Return Merchandise Authorization Number