

Service Information Form

Please send this form together with the instrument(s) to:

Heinz Walz GmbH
Eichenring 6
91090 Effeltrich
Germany

Phone +49 9133 7765-0
Fax +49 9133 5395
Email info@walz.com
Internet www.walz.com

To ensure efficient service, please pay attention to the guidelines listed below.

1) Before shipping your instrument to WALZ

- a) Make sure that operation and maintenance of the instrument has been performed as described in the instrument's manual. Contact WALZ or a WALZ representative before returning your instrument for service as some problems can be solved through discussion with our support personnel.
- b) Absolutely ensure that all devices are free of toxic, infectious or radioactive substances.
- c) Backup data. If data are stored on instrument memory, please download all data before shipment. WALZ is not responsible for any loss of data.

2) Shipping instructions

- a) Contact WALZ or a WALZ representative to find out which system components are indispensable for diagnostics and, thus, should be returned.
- b) Do not remove built-in batteries except the 14.4 V/15 Ah, Li-ion batteries of the GFS-3000 (order number 3025-A) which are classified as dangerous goods. WALZ will not bear shipping costs for the transportation of dangerous goods.
- c) Send your instrument(s) in the original shipping carton/container which provides adequate protection.
- d) NOTE! Use "door to door" service when shipping your instrument to WALZ (e.g., UPS, FedEx, TNT, ...).

3) Shipping

- a) NOTE! Duty and taxes are covered by WALZ; please instruct your forwarder and mark waybill accordingly.
- b) NOTE! Transport costs to WALZ must be paid by the customer. In the case of guarantee repairs, all further transport costs will be covered by WALZ. In the case of non-guarantee repairs, the customer is responsible for all shipping charges.

4) Repair costs

- a) Guarantee repairs are free of charge.
- b) In case of non-guarantee repairs, administrative processing and initial error diagnosis will be charged. Labor costs on hourly rates and replacement parts will be invoiced. Labor is defined as the actual working time spent on a device independent of the outcome of the work.

How would you like us to proceed?

Please send cost estimate for repair and wait for my consent before performing repair.
Start repair immediately.

Please turn over

Date (MM-DD-YYYY)

1) Who is sending the equipment?

Mr. Ms. Dr. Prof.

Last Name
First Name
Company/Institution
Department
Street
Zip code/City
Country
Phone
Email

2) Return address

Same as 1)

Mr. Ms. Dr. Prof.

Last Name	—
First Name	—
Company/Institution	—
Department	—
Street	—
Zip code/City	—
Country	—
Phone	—
Email	—

3) Instructions for shipping of repaired and/or calibrated equipment to the user

Shipping by UPS or standard mail.

As instructed below

4) How will the repair be paid?

*Manufacturer's Guarantee:
https://www.walz.com/support/repair_service.html

Guarantee. **Consult WALZ prior to claiming guarantee!***

Purchase Order No

5) Invoice address

Same as address 1)

Same as address 2)

Mr. Ms. Dr. Prof.

Last Name
First Name
Company/Institution
Department
Street
Zip code/City
Country

Phone	—
Fax	—
Email	—

6) List of instruments returned

Instrument	Serial Number
a	
b	
c	
d	
e	
f	

Other Items. Please list accessories that are being shipped (e.g. cables ...)

7) Service requested

Recalibration only.

Repair. (Describe malfunction. Report error messages. Add specific comments. List setup details like computer hardware and operating system.)

PROFORMA INVOICE

Mandatory for non-European Union customers

Sender

First Name, Last Name, Title

Company/Institution

Department

Street

Zip code/City

Country

Receiver

Heinz Walz GmbH
Eichenring 6
91090 Effeltrich
GERMANY

Instrument returned to manufacturer for repair and/or calibration*

Description

Serial number

Customs tariff number

Present value (and currency) considering age and defects of device. Do not enter original price. **

* Print one proforma invoice per instrument.

** Rule of thumb: The formal lifetime of an instrument is 10 years. The instrument therefore loses 10% per year of its value. For longer use, a residual value of 100 € should be stated. In the case of a defective instrument, 100 € should always be stated, independent of instrument age.