

This Section To Be Filled Out By OFITE Personnel



Customer #: _____ Date Received: _____
 Sales Order #: _____ Due By: _____
 Work Order #: _____ S/N of Equipment: _____

Phone 832.320.7300 Toll Free 877.837.8683 service@ofite.com www.ofite.com

Fields are Required to be filled out before any repairs can be started

Please submit a separate form for each piece of equipment.

Repair Order Form

BILL TO:	Equipment (Required - Check One)
Contact Name:	130-10-C Model 800 Viscometer
Company Name:	130-10 Model 800 (No Case)
Contact Phone Number:	130-76-C Model 900 Viscometer
E-Mail:	130-76 Model 900 (No Case)
Address: (Enter full address below)	130-60 6-Speed Viscometer
	132-00 Hand-Crank Rheometer
City: State:	165-00-1 10 mL Retort Kit
Country: Zip:	165-00 10 mL Removable Retort
Shipping Method:	165-80 20 mL Retort Kit
P.O. #:	165-80-2 20 mL Electronic Retort Kit
	165-14 50 mL Retort Kit
	165-14-2 50 mL Electronic Retort Kit
SHIP TO: (Can not ship to a P.O. Box)	170-00-1 175 mL HTHP Heat Jacket
Shipping Address is the same as Billing Address	171-55 250 mL HTHP Heat Jacket
Contact Name:	Other (Not Available for Certified Repair)
Company Name:	Sending Accessories
Contact Phone Number:	See Second Page for Accessories List
E-Mail:	Description of Problem / Work to be Performed
Address: (Enter full address below)	
City: State:	
Country: Zip:	
Shipping Method:	

Work Requested (Required - Check One) - Please read and confirm Repair Agreement on Page 2

Certified Repair Fixed pricing. 5-business day turnaround. Fully refurbished with parts known to fail. Includes calibration with a 1 year warranty.	Restock (Retort Only) Consumables Chamber Condenser
Repair As Needed (See Estimate Repair Cost Below)	Warranty RMA # (Required): _____

If you have a warranty claim, contact your OFITE Sales Representative at 832.320.7300 or 877.837.8683 for an RMA number.

Optional Pre-Work (Not Required) - Please read and confirm Repair Agreement on Page 2

Estimate Repair An estimate of charges for "As Needed" repairs based on a physical inspection of the instrument. Additional \$100 charge applies.	Report of "As Found" Condition Includes a certificate documenting the condition and calibration check of the instrument at the time it was received by OFITE. Additional \$100 charge applies.
--	---

This Section To Be Filled Out By OFITE Personnel



Sales Order #: _____ S/N of Equipment: _____

Phone 832.320.7300 Toll Free 877.837.8683 service@ofite.com www.ofite.com

Repair Order Form - Accessories List

Viscometer / Rheometer

Case
Power Supply / Cord
Thermocup
Bob
Sleeve
Splash Guard
Thermocouple (Must be included for a Model 900 Certified Repair)
Bob Shaft Wrench
Other (Please list other items below)

Retort

Chamber
Condenser
Power Cord
Other (Please list other items below)

ES Meter

Probe
Batteries
Calibration Standards
Other (Please list other items below)

Other Equipment

Please list all accessories being sent with the unit.

Lubricity Tester

Ring
Block
Other (Please list other items below)

Repair Agreement

Certified Repair: Includes complete refurbishment of the unit per a verified checklist for a fixed price, with 5-business day turnaround. This repair type addresses customer concerns and replaces parts commonly known to fail over time, and includes calibration. This repair type is covered by a 1-year limited warranty. Price of repair varies by equipment type. Please contact your OFITE representative for more information regarding individual pricing. Please note that once work has begun on the unit, another repair type cannot be selected. Consumables are not included in the 1-year warranty. Some equipment may not be eligible for certified repair. Equipment accessories listed above in the accessories list are not covered under the fixed price of a certified repair and may be added to your order total with approval to complete the certified repair.

Repair as Needed: Addresses specific customer concerns and only repairs what is needed for the unit to function properly. This repair type is covered under a 90-day limited warranty and includes calibration. The included warranty will only cover parts replaced in the original repair. This service is charged on a basis of labor time plus the cost of parts used - please contact your OFITE representative for more information regarding pricing. Please note that once work has begun on the unit, another repair type cannot be selected.

Estimate Service: We will evaluate your unit and provide an estimate of projected repair costs for an additional fee of \$100 per unit. Please note that the \$100 charge still applies in the event that the customer accepts or declines the repair. Provided quotes are only an estimate, and repair costs may change depending on parts and labor used in the actual repair. Please note that you may still select either "Repair as Needed" or "Certified Repair" service after receiving your repair quote.

Report "As Found" Condition: We will evaluate your unit upon arrival and provide a certificate documenting the condition and calibration check of the instrument before any repairs are completed. A \$100 charge will be applied per unit for this service. Please note that if the unit sent is inoperable, we will not be able to provide an "As Found" report. In the event that an "As Found" report selection is made but we are unable to provide a certificate, no charge will be applied.

Please note that we cannot change an "As Needed" or "Certified Repair" selection once work has been completed on the unit. This includes cases where an "As Needed" repair cost exceeds the cost of a "Certified Repair", or vice versa. If your equipment is deemed "beyond repair" by our OFITE Team, we will send it back to you with no charge for repairs. Please note that in this case, the customer is still responsible for shipping costs.

I have read and understand the Repair Agreement _____
First Name Last Name Date MM/DD/YYYY