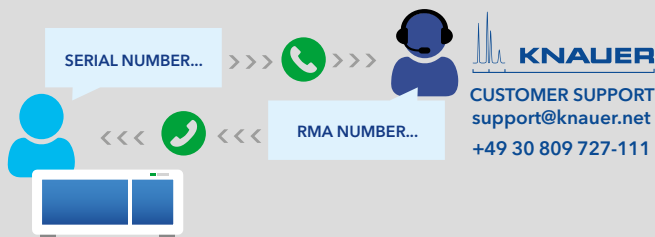


# 4 Steps to send your device to KNAUER

## 1 Get your RMA Number

- Contact us via mail ([support@knauer.net](mailto:support@knauer.net)) or phone (+49 30 809 727-111) to request a return material authorization number (RMA number) for the device you want to send to us.
- Please have the serial number of your device ready.



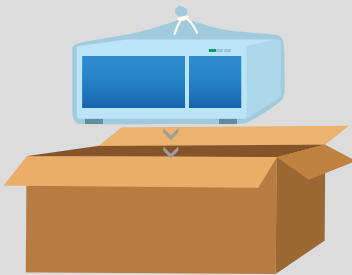
## 2 Get your device ready for shipment

- Flush all wetted parts thoroughly for decontamination and safe handling.
- Fill pump heads and flow cells with isopropanol for shipment or leave them dry.
- Remove all accessories such as cables and tubing which are not part of the instrument and not required for the repair.
- Detailed description and requirements can be found in our decontamination guide: [www.knauer.net/decontamination](http://www.knauer.net/decontamination).



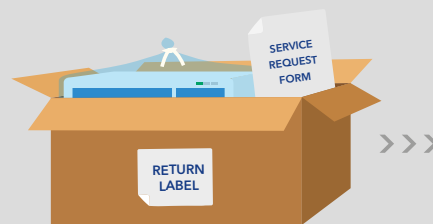
## 3 Pack the device for transport

- Pack the instrument inside a plastic bag to protect it as well as us from contamination.
- Please use original KNAUER packing material to protect your device from damages during transport. Order packaging material from [support@knauer.net](mailto:support@knauer.net). If you use your own material, leave a minimum distance of 15 cm between instrument and shipping box and fill the space with appropriate inserts.
- KNAUER is not responsible for transport damages which arise from insufficient packing.



## 4 Include all necessary information, tag the package and ship it

- Fill out the „Service request form and decontamination report“ completely (p. 3). Use one form for each device.
- Enclose the completed form on top of the device.
- Attach the return label on the outside of the package.
- KNAUER reserves the right to reject any suspicious packages or those with incomplete service request form or tagging outside.
- Send the package to KNAUER.
- Once we received your device, we will send you an acknowledgment of receipt.



**KNAUER Wissenschaftliche  
Geräte GmbH**  
Service & Support  
Hegauer Weg 38  
14163 Berlin  
Germany

## Further information

### Handling times and terms:

- Usually you will receive an estimation of costs within 14 days.
- Repair is carried out usually within 10 days after written confirmation.
- We charge one working hour for the examination of your device (excluding warranty procedures), which will be credited in case of execution
- Defective parts are disposed of properly. Please inform us in your order confirmation if you wish to receive these parts back.

# Return label

Please attach this form on the outside of the package.



**Sender:**

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**RMA number\*:**

**Decontamination ensured\*:**

**Yes**

**No**

**Recipient:**

KNAUER Wissenschaftliche Geräte GmbH  
Service & Support  
Hegauer Weg 38  
14163 Berlin  
Germany

**Received on:**

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\* Mandatory field

## Service request form and decontamination report

Please enclose this form with the device.

### Customer information:

Customer no:			
Company:		Contact person:	
Address:		Phone:	
		Fax:	
		E-Mail:	

### Device data:








General description:						
Model:			Serial no:			
Communication type:	<input type="checkbox"/> RS-232	<input type="checkbox"/> Analog	<input type="checkbox"/> LAN DHCP	<input type="checkbox"/> Stand alone	<input type="checkbox"/> LAN fixed IP (IP: . . . )	
<b>RMA no.:</b> *						
Additional equipment:						

\* Mandatory field.

### Description of device condition and malfunction:

Please list all harmful and harmless substances with which the device has come into contact.

Do the substances that have come into contact with the device have any of the following properties?

Property	Yes	No	Property	Yes	No
 Explosive			 Toxic		
 Carcinogenic			 Corrosive		
 Radioactive			 Flammable		
Max. measured radiation: _____ $\mu\text{Sv}$			 Biohazardous		

Has the equipment been cleaned and have all substances (except for ethanol) been removed? **Yes** **No**

If „Yes“, please attach a brief description of the procedure:

Are further safety precautions necessary (with regard to repair, maintenance, testing or overhaul of the equipment)?

**No**, no further safety precautions are necessary.

**Yes**, further safety precautions are necessary (please attach a brief description):

**I declare, that the above information is correct and that to the best of my knowledge the items are free from harmful substances.**

First name:		Last name:	
Job title:			
Date:		Signature:	