
Appendix C. Customer Service

Point of Contact

Your point of contact for service, or return of equipment to FCI is your authorized FCI service representative (see list in the front matter of this manual).

Reference Documents

Return Authorization Request/Certificate of Non-Contamination (Document 1)

FCI Hazardous Materials Control Procedure for Repair Items (Document 2)

Warranties (Document 3)

Documents 1, 2 and 3 are included in this appendix.

Hardware Return Procedure

1. Complete a Return Authorization (RA) Request/Certificate of Non-Contamination form (Document 1) and mail or fax it to an FCI field representative. After FCI issues you an RA number, complete the following steps.
2. Thoroughly clean the hardware.
3. Package each instrument with protective packing material similar to the original FCI shipment carton. **All damage occurring in transit is the customer's responsibility.**
 - a. Cover instruments weighing less than 80 pounds with protective wrap, such as bubble wrap or surround it with "popcorn." Secure instruments weighing greater than 80 pounds in wooden crates by bolting them in place.
 - b. Protect the sensing element with a cardboard tube or other sturdy wrapping.
 - c. Do not pack more than four small instruments in each carton.
 - d. Ship packages weighing more than 50 pounds via carriers who specialize in the transport of industrial instruments.
 - e. Note the RA number on the packing list and mark it clearly on the outside of the box.
4. Prepay freight to the FCI receiving door.

Shipping/Handling Charges

All Shipping (Warranty and Nonwarranty Repairs or Returns)

The customer prepays all shipping, freight, duty/entry and handling charges from the customer site to the FCI door. If the customer does not prepay, FCI will invoice the customer for the charges that appear on the freight bill.

Warranty Repairs or Returns

FCI prepays ground transportation charges for return of freight to the customer's door. FCI reserves the right to return equipment by the carrier of our choice.

International freight, handling charges, duty/entry fees for return of equipment are paid by the customer.

Nonwarranty Repairs or Returns

FCI returns repaired equipment to the customer either collect or prepaid and adds freight charges to the customer invoice.

Return to Stock Equipment

The customer is responsible for all shipping and freight charges for equipment that is returned to FCI stock from the customer site. These items will not be credited to customer's account until either all freight charges are cleared or until the customer agrees to have any freight costs incurred by FCI deducted, along with applicable return to stock charges, from the credit invoice. (Exceptions are made for duplicate shipments made by FCI.)

If any repair or return equipment is received at FCI, freight collect, without prior factory consent, FCI bills the sender for these charges.

Field Service Procedures

Field Service Requests

Contact your FCI field representative to request field service.

A field service technician is dispatched to the site from either the FCI factory or one of the FCI representative offices. After the work is complete, the technician completes a preliminary field service report at the customer site and leaves a copy with the customer.

Following the service call, the technician completes a formal, detailed service report. The formal report is mailed to the customer within five days of the technician's return to the factory or office.

Rates

All field service calls are billed at the prevailing rates as listed in the FCI Price Book unless specifically excepted by the FCI Customer Service Manager. FCI reserves the right to bill for travel times at our discretion.

Customers are charged for shipping costs related to the transfer of equipment to and from the job site. They are also invoiced for field service work and travel expenses by FCI's Accounting Department.

Document 1. Return Authorization Request/Certificate of Non-Contamination

- 1. Company Name: _____
- 2. Contact Name: _____
- 3. Contact Phone No. _____ Fax No.: _____
- 4. Bill to Address: _____

- 5. Ship to Address: _____

- 6. Model Number: _____ Serial Number: _____
- 7. Equipment Symptom: _____
Please detail the Troubleshooting Checks that were made: _____

- Action To Be Taken By FCI: _____



Note: If calibration is required, please complete an Application Data Sheet.



- 8. Warranty: YES NO Purchase Order No. _____

Note: FCI Will Assess A Minimum Charge Of \$110.00 On All Nonwarranty Repairs Or Evaluations.

- 9. Have you contacted your local representative regarding this return?
 YES NO

Certificate Of Non-Contamination

____I certify that the item(s) listed below has (have) not been contaminated by a hazardous material, hazardous substance or a toxic material or substance as defined by Federal and State law.

____I certify that the item(s) has (have) been thoroughly and completely cleaned and if the item(s) has (have) been exposed to hazardous material, hazardous substance or toxic materials or substances that the undersigned have thoroughly and completely neutralized such substances and any contamination which may have occurred to the returned items. Furthermore, I understand that this Certificate shall not waive our responsibility to provide a decontaminated product for repair to FCI.

Process Medium: _____

Company Name: _____

Authorized Signature: _____

Document 2.

FCI Hazardous Materials Control Procedure for Repair Items

In order for FCI to process your repair expeditiously, the returned item must be accompanied by documentation regarding hazardous materials to which the item was exposed.

Hazardous materials are regulated by Federal, State (California), County, and City laws. These laws provide our employees the right to know the materials with which they come in contact while handling our products. Consequently, our Repair Department employees must have access to data regarding the materials with which they may come in contact while processing your repair.

In accordance with FCI's Hazardous Materials Control procedures, we request that you thoroughly clean and neutralize any process material on your equipment before returning it to FCI. Further, you are required to choose one of the following options for declaring the hazardous condition of the hardware:

1. Complete and sign the Certificate of Non-Contamination (at the bottom of Document 1) evidencing your compliance.

or

2. Complete a Material Safety Data Sheet (MSDS) which covers all process materials exposed on the instrument. Send the completed MSDS to your field service representative with a completed RA form.



Note: Submission of an MSDS or Certificate of Non-Contamination will not waive your responsibility for proper decontamination of the instrument. The cleanliness of a returned item or the acceptability of the MSDS will be at the sole discretion of FCI.

Returned items that do not comply with these procedures will be returned to you at your expense. FCI does not wish to inconvenience you; however, we are required by law to adhere to hazardous material handling procedures to protect our employees.

Document 3. Warranties

Goods furnished by the Seller are to be within the limits and of the sizes published by the Seller and subject to the Seller's standard tolerances for variations. All items made by the Seller are inspected before shipment, and should any of said items prove defective due to faults in manufacture or performance under Seller approved applications, or fail to meet the written specifications accepted by the Seller, they will be replaced or repaired by Seller at no charge to Buyer provided return or rejection of said material is made within a reasonable period but in no event longer than three (3) years for non-calibration defects and one (1) year for calibration defects from date of delivery to Buyer, and provided further, that an examination by Seller discloses to Seller's reasonable satisfaction that the defect is covered by this warranty and that the Buyer has not returned the equipment in a damaged condition due to exposure to corrosive or abrasive environments for due to Buyer's or Buyer's employees, agents, or representative negligence and Buyer has not tampered, modified, redesigned, misapplied, abused, or misused the goods as to cause the goods to fail. Seller shall in no event be responsible for (1) the cost of any work done by Buyer on material furnished hereunder (unless specifically authorized in writing in each instance by Seller), (2) the costs of any work done by a Distributor, (3) for any consequential or incidental damages, losses, or expenses in connection with or by reason of the use of or inability to use goods purchased for any purpose, and Seller's liability shall be specifically limited to free replacement, or refund of the purchase price, at Seller's option, provided returned or rejection of the goods is made consistent with this paragraph, and the Seller shall in no event be liable for transportation, installation, adjustment, loss of good will or profits, or other expenses which may arise in connection with such returned goods, or (4) for the design of products or their suitability for the purpose for which they are intended or used. Should the Buyer receive defective goods as defined by this paragraph, the Buyer shall notify the Seller and Distributor immediately, stating full particulars in support of his claim, and should the Seller agree to a return of the goods, the Buyer shall follow Seller's packaging and transportation directions explicitly. In no case are the goods to be returned without first obtaining permission of the Seller. Any repair or replacement shall be at Seller's factory, unless otherwise directed, and shall be returned to Seller transportation prepaid by Buyer and subject to the provisions herein. If the returned goods shall prove defective under this clause they will be replaced or repaired by Seller at no charge to Buyer provided the return or rejection of such material is made within a reasonable period, but in no event longer than one (1) year from the date of delivery of the returned goods or the unexpired term of the original warranty period whichever is later.

If the goods prove to be defective under this paragraph, the Buyer shall remove the goods immediately from the process and prepare the goods for shipment to Seller for repair. Continued use or operation of defective goods is not warranted by Seller and damage occurring due to continued use or operation shall be for Buyer's account.

Any description of the goods contained in the offer is for the sole purpose of identifying them, and any such description is not part of the basis of the bargain, and does not constitute a warranty that the goods will conform to that description. The use of any sample or model in connection with this offer is for illustrative purposes only, is not part of the basis of the bargain, and is not to be construed as a warranty that the goods will conform to the sample or model. No affirmation of that fact or promise made by Seller, whether or not in this offer, will constitute a warranty that the goods will conform to the affirmation or promise.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY AND ALL OTHER EXPRESS OR IMPLIED WARRANTIES WITH RESPECT TO THE GOODS OR THEIR INSTALLATION, USE, OPERATION, REPLACEMENT OR REPAIR, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS OF PURPOSE; AND THE GOODS ARE BEING PURCHASED BY BUYER "AS IS". FCI WILL NOT BE LIABLE BY VIRTUE OF THIS WARRANTY OF OTHERWISE FOR ANY SPECIAL OR CONSEQUENTIAL LOSS OR DAMAGE RESULTING FROM THE USE OR LOSS OF USE OF THE GOODS.

