Use this form **ANY TIME** (no need to call or request an RMA). Send instruments & sensors (we recommend calibrating as a pair and don't charge extra for doing so), and calibrators in for recalibration in our NIST Traceable lab.

Support Request Form

PLEASE WRITE LEGIBLY.

Company: _____ Return Shipping Address: _____

Contact: _____

Phone Number: _____

Email: _____

What items are you sending in for service? ☐ Sensor ☐ Instrument ☐ Sensor & Instrument ☐ Calibrator

☐ Other: _____

Model Numbers: _____

Serial Numbers: _____

Please select the services you wish performed. If you wish for a NIST Traceable Calibration Certificate (including stickers for your instrument and sensors), you must select 'Lab Calibration' and specify your temperature point for calibration (if you know it). Select 'Lab Determined' if you wish for the us to determine your temperature points for calibration based on your industry. Repairs and Lab Calibration are billed separately. Lab Calibration is only required for metrology; General Factory Calibration is included free of charge on all instruments. Contact sales@edl-inc.com for current Lab Calibration pricing.

☐ Repair ☐ Lab Calibration ☐ Repair & Lab Calibration ☐ Other: _____

If you require Lab Calibration, you may specify your temperature points below. Please note you are charged per point. You may select 'Lab Determined' and we will determine your temperature points for you:

Describe the nature of your repair here, including any notes or special requests for the technician:

Please print this form and include it inside the box with your items. Be sure to send your equipment well-packaged and insured for full replacement value. Standard repair times are 10-15 business days. Payment is required before return shipping, and any property not claimed within 60 days of the date quoted will be discarded. Please contact sales@edl-inc.com or call 434.799.0807 for assistance.

Electronic Development Labs, Inc.
The Temperature People®
Since 1943

Electronic Development Labs, Inc. (EDL)
Attn: Repairs/Calibration
244 Oakland Drive Danville, VA 24540 USA

www.edl-inc.com • sales@edl-inc.com
Toll-Free: 1.800.342.5335 • Fax: 434.799.0847

Please complete a **Support Request Form** any time you require service/calibration for a sensor and/or pyrometer or calibrator. No RMA is needed – simply print a form, complete the form and include it inside the package with your instruments. Send the equipment to us and we will get you serviced. We will contact you once repairs are complete.

Please note our instruments now come with General Factory Calibration, with NIST Traceable Calibration (including stickers and certificates) available upon request. If you wish for a calibration certificate and stickers at designated temperature points, please be sure to specify 'Lab Calibration' on the **Support Request Form**. Lab Calibration includes a certificate and stickers for each repaired pyrometer/sensor. Call 434.799.0807 for current calibration costs.

Please note ALL calibrators/metrology equipment sent in for servicing/repair requires calibration before leaving our facility shipping back to you - EVEN IF YOU ARE A CALIBRATION HOUSE. Calibration is required as there is no way to ensure your unit is repaired correctly and properly functioning without a full calibration.

EDL's Service Department has been dedicated to extending the life cycle of your instruments and sensors since 1943. Our 80+ years of expertise allows us to repair our products in addition to many of our competitors' products - both efficiently and economically. Please complete the form below and follow the instructions on how to send your instruments and/or sensors, and calibrators in for service/re-calibration. We will always give an honest and fair assessment, even if that means repairs aren't the most cost effective solution. We won't try to sell you repairs you don' t need. We are here to give you superior service, maintenance advice, and honest opinions from the Temperature Experts. For additional assistance, please call us on 1.800.342.5335 or email sales@edl-inc.com.

Before sending an instrument in for service – have you checked the battery? Many repairs may be avoided by simply changing the battery (when applicable). We recommend trying to replace the battery before sending the instrument in for servicing; it may be that a new battery restores the instrument to its proper working condition.

When service is necessary, an RMA is not! We never require an RMA for service or re-calibration of Instruments, Sensors, or Calibrators. In an effort to keep the repair process as easy as possible, we do not require you to contact EDL before sending equipment in for service. You may send your equipment whenever needed (well packaged) to the address below and be sure to include a completed **Support Request Form**. Typical turnaround time for repairs is roughly 10 business days from the date we receive your shipment.

Please be sure to use a corrugated container with ample packaging (at least 2" on all sides) to protect against damage during transit. Ship in the protective carrying cases with foam inserts whenever possible, and label the outside of the package "**FRAGILE, HANDLE WITH CARE.**"

We recommend insuring the package for full replacement cost; **EDL does not accept responsibility for damage or loss during shipping**. We require a completed form before beginning the repair/calibration process. In many instances, the information you provide is helpful in quickly and easily restoring the instrument to optimum performance, which saves you time and money!

With Metrology repairs and re-calibrations, please contact our Service Team (434.799.0807, service@edl-inc.com) for current pricing. All Calibrators will receive full calibration before leaving our facility – even if you are a Calibration House.

Claims Returns

All claims for shortage, damaged, or material defects must be made within **10 days from the date of receipt of merchandise**. For damaged shipments, you must contact EDL immediately and you must retain all original boxes and packaging – even if there are no visible signs of damage. Failure to retain the packaging voids your claim. Claims must specify EDL's invoice number and date.

If a **Return** is necessary, a return authorization number is required. No merchandise may be returned without authorization and Return Authorization Number (RA#) issued. A restocking fee will apply. Please contact our Service Team at service@edl-inc.com or 434.799.0807 to obtain an RMA number and for information on the restocking fee. Refer to shipping instructions above.