



Level



Pressure



Flow



Temperature



Liquid
Analysis



Registration



Systems
Components



Services



Solutions

Return Authorization Policy

Repair and Calibration of Used Equipment

Endress+Hauser must assign a Return Authorization (RA) number to any instrument you plan to return for factory repair or calibration service. Please mark the Return Authorization (RA) number clearly on all shipping cartons and paperwork. No product returns are accepted without an RA number. Endress+Hauser will return to the sender at the sender's expense all packages that do not have the RA number clearly marked on them.

Within the USA, RA requests for factory repair and calibration service can be handled 24 hours a day on-line. Please visit our website at:

www.us.endress.com/factoryrepair.

You will be prompted to provide the necessary information and within minutes you will receive your RA number and complete shipping instructions. The issuance of an RA number does not automatically mean that a repair will be covered under warranty. An Endress+Hauser associate will contact you regarding the disposition of your returned equipment.

When requesting an RA number, please be prepared to provide the following information:

Customer name
Customer shipping address
Customer billing address
Customer phone number
Customer contact
Customer contact e-mail address
Equipment type
Original sales order or purchase order number
Reason for return
Failure description, if applicable
Process material(s) to which the equipment has been exposed
Material used to de-contaminate and clean equipment
New purchase order number for the repair or calibration

OSHA Hazard Communication Standard 29CFR 1910.1200 mandates that we take specific steps to protect our employees from exposure to potentially hazardous materials. All equipment must be completely cleaned and decontaminated before being returned. If the equipment being returned was exposed to a hazardous substance as defined by OSHA, a letter certifying that the equipment has been decontaminated, as well as a copy of the required Material Safety Data Sheets (MSDS) for each hazardous substance identified must be included with the returned equipment.


Before returning used equipment:

- Each package must be clearly marked with an RA number
- A Declaration of Hazardous Materials and Decontamination must be included inside the package
- A duplicate Declaration of Hazardous Materials and Decontamination must be visibly attached to the outside of the package
- An MSDS for each substance that has come in contact with the equipment must be included inside the package
- A duplicate MSDS must be visibly attached to the outside of the package

To get a return authorization number for repair or calibration service by phone, please call:

In the US: 800-642-8737

In Canada: 800-668-3199

 **Note:** If you are requesting a return for credit, contact the Endress+Hauser sales department at 888-ENDRESS to first determine if an RA number will be issued.

For repair and calibration in other countries, please visit www.endress.com