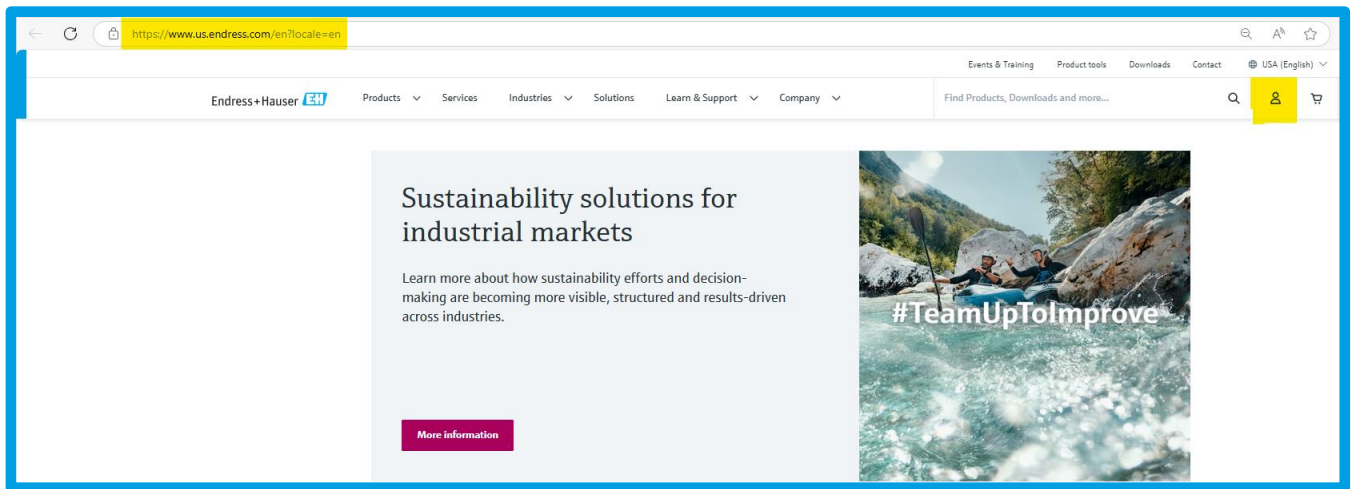


Return Material Authorization Form

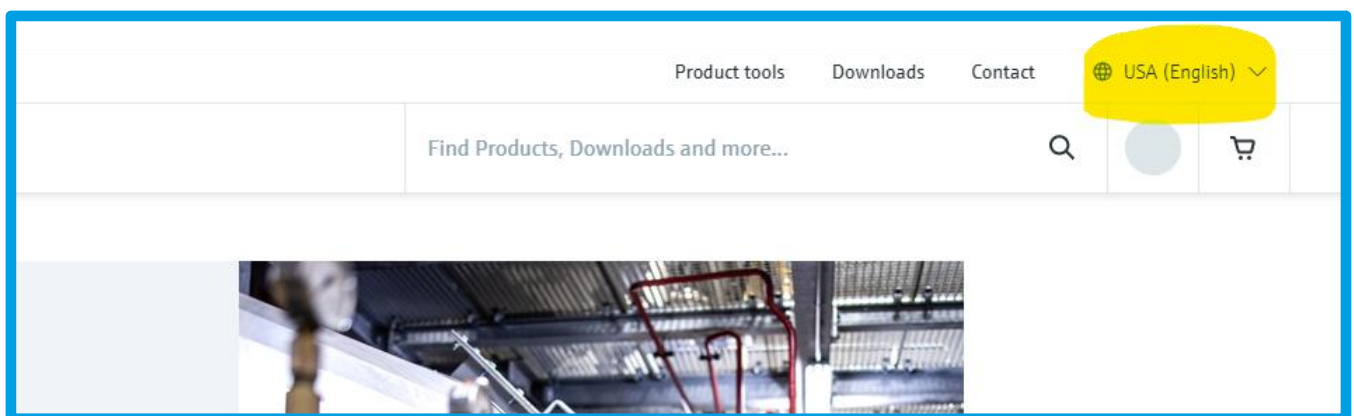
When sending devices in for service, an RMA (Return Material Authorization) is required to ensure proper tracking and handling. This helps streamline the evaluation and repair process and ensures timely service.

Accessing our Return Material Authorization (RMA) System and Submitting a Return Order Request

1. Navigate to [Endress.com](https://www.endress.com) (www.endress.com)
2. Click on the **person icon** in the top right corner to “Login into your Account”



*Please be sure you are working in the USA (English) market region located above the Person Icon.



Note: (If you do not have an account, Click the “[Register Now](#)” link) Once you have completed the form you will have access to login immediately and the features of the account will be activated by our customer master team following review.

Don't have an account?

You are just a few steps away from benefiting from **My Endress+Hauser**

- ✓ **Personalized transaction space**
Check product prices and delivery times, request quotes, place and track orders with ease. Download essential documentation and manage your favorites effortlessly.
- ✓ **Support & Services**
Request support, update and track your support cases, or troubleshoot using our knowledge base.
- ✓ **Engineering**
Accelerate your engineering process using our selection, sizing, configuration and projects handling features.
- ✓ **Software & Licenses**
Download updates for your Software and device drivers. Activate, transfer and return licenses online.
- ✓ **Netilion**
Benefit from our cloud-based IIoT features: reduce unplanned shutdowns, optimize your stock, and more.

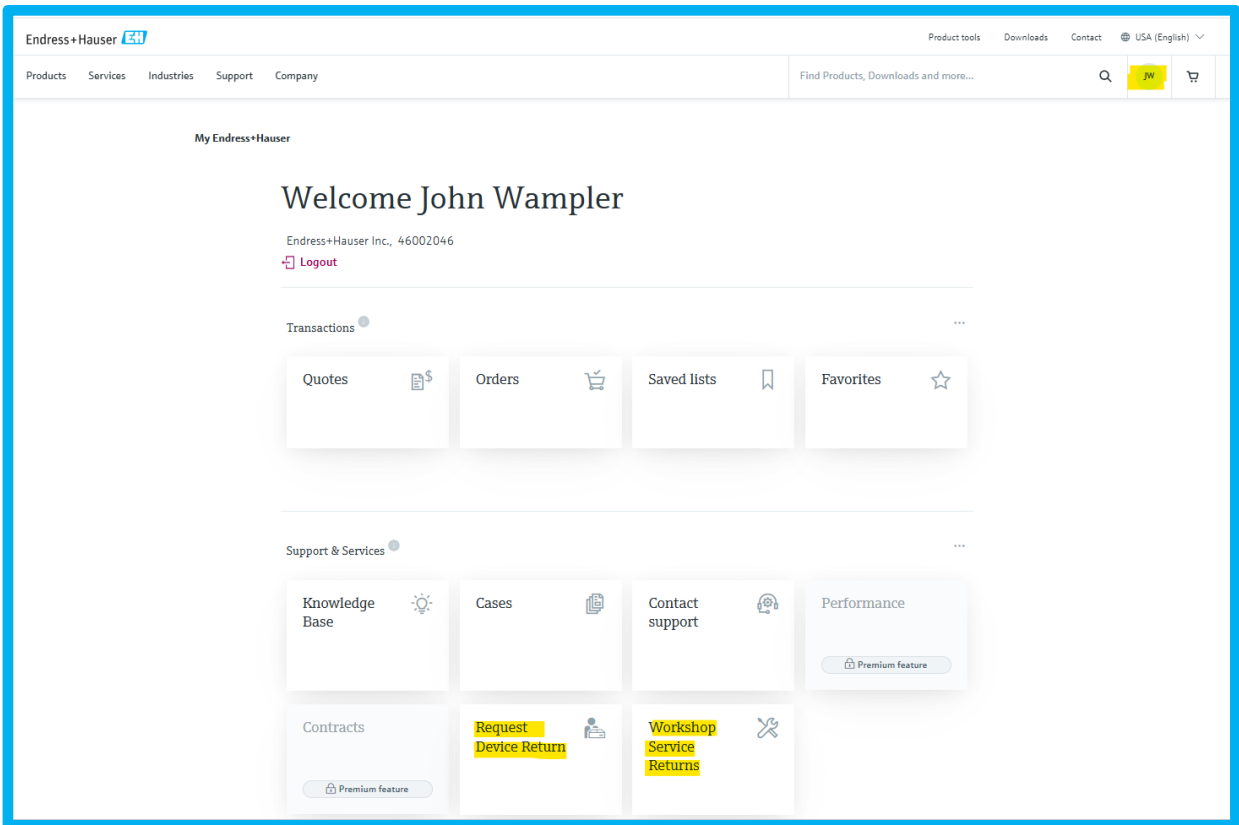
Register now

Log in to your account

Email

Next

3. After logging in, you should see a Welcome page; towards the bottom of the page, click on **"Request Device Return"**



4. You will then be redirected to the Workshop Service Return Request page.

Workshop Service Return Request

Repair | Calibration | Investigation | Modification

Before you proceed

1. **Need troubleshooting?** Call 888-ENDRESS (363-7377) first; many issues can be resolved without a return.
2. **Returning new or unused equipment?** Contact your local Sales Representative or call 888-ENDRESS before submitting this request.

Quick checklist to avoid delays

- Ship the device **complete**, including accessories such as sensors, cables, displays, etc.
- Pack equipment securely to prevent shipping damage.
- Provide a **Purchase Order (PO)** when required.

Device Family

Evaluation Only (F,L,P,T,LA)

Evaluation Only (OA)

Device Family

Flow (F)

Level (L)

Pressure (P)

Temperature (T)

Liquid Analysis (LA)

Optical Analysis (OA)

Device Family

All

Device Family

All

Return freight: Quoted pricing includes return freight back to the customer

Evaluation Fee

\$375

\$1200(TDLAS) / \$3672(RAMAN)

Repair Fee

\$1,800 + Final Function Test

\$900; **NO** Final Function Test performed

\$900 + Final Function Test

\$600 + Final Function Test

Reviewed by Service Coordination

Reviewed by Service Coordination

Calibration Fee

Based on Customer Request

* Certain flow and density calibrations cannot be performed in the U.S. due to service and equipment limitations and must be sent to our Production Center in Europe, including specific Gas Flow, Thermal Mass, and Promass configurations, as well as applications requiring accredited certificates, or corrected volume-flow calibration.

Destructive Failure Analysis Fee

\$2000/device

Return for repair fixed-fee program

Most devices qualify for fixed-fee repair. Please provide a **PO before shipping**. If additional/extensive work is required, we will send an updated quote/change order for approval. If repair or replacement is approved, an **amended PO** is required before work begins. If declined, the **evaluation fee** will be billed to the PO on file. If no repairs are needed, only the eval fee plus final function test will be billed.

Return for calibration

We will quote calibration based on the requested specification. Please provide a **PO before shipping**.

Liquid analysis repairs / calibrations

Service is handled through Anaheim, CA or Greenwood, IN. After your Return Order request is received, our coordination team will confirm the correct service location and send authorized return instructions.

Optical analysis repairs / calibrations

Service is handled through Ann Arbor, MI for Raman Technology and Rancho Cucamonga, CA for TDLAS Technology. We will review your request, send any required forms, then complete final review and send approval and applicable quotes after completed forms are returned.

Return for failure analysis / investigation

Typically performed at production centers. Investigation/reporting may add **6–8 weeks**. The **Investigation Checklist** is required with the Return Order submission and may be attached after the Return Order is created.

Return for modification

Requested changes require technical review of the appropriate Alteration Form(s) before return authorization. Our coordination team will send the required form(s) after your request is received.

Warranty evaluation

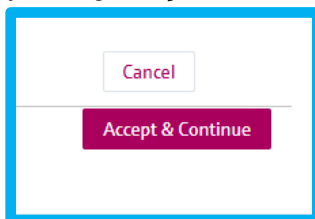
We will provide an initial quote showing the **evaluation fee**. Final charges depend on the warranty evaluation result.

- Covered under warranty: Device will be repaired at no charge; no PO required.
- Not covered under warranty: A final quote will be issued, and a PO is required before repair work begins.

Decontamination (DONC) handling

- Online decontamination form required: If you cannot complete it, do not proceed with the return request.
- If needed, download the Decon Form to gather required information, then return to this site to submit the request.
- For employee safety and DOT/OSHA compliance, we can only accept devices that are properly decontaminated and pose no health risk.
- Required before arrival: A completed and authorized Decontamination Form must be received before the device arrives. Non-compliant devices may be returned as-is or quarantined; no service will be provided until required information is provided. Cleaning may be available for an additional fee.
- Incomplete or inaccurate decontamination information will delay return authorization processing.
- Entries such as "N/A," "None," or similar responses are not acceptable and will require clarification before processing can continue.

By selecting **“Accept & Continue”**, you agree to our standard *Terms & Conditions*.



5. Click **“Accept & Continue”**.

6. Once you Click Accept & Continue, this will bring you to the Service Return Flow. Your Account information will automatically populate for you.

7. Scroll Down and Click **“Add Asset”**

8. Type in your **Serial Number** of the Device you are sending in and Click Search

9. If your serial number shows up, **Click the circle** beside the serial number and **Click Next**

Note: If your serial number does not show up, fill in the Model Number, Manufacturer, Device Type and **Click Next**

10. Choose the correct **“Type of Service”** and make your selections. For services, other than calibration, please detail in the description box the issues encountered. Once you finish with that device **“Click Next”**
11. A screen will then populate with the decontamination form to fill out.
12. Please **fill in all** the information and **Click Save**

Add Asset

To comply with legal requirements and ensure the safety of our employees and equipment, we are required to obtain the following Declaration of Decontamination information.

☐ Used as SIL device in a safety instrumented system

☐ Device was never in use (new) or not in contact with a medium

Classification of Medium(s)

- Mandatory Information -

Medium and concentration	 Flammable	 Toxic	 Corrosive	 Harmful*	 Harmless	CAS number/Others
Process medium	☐	☐	☐	☐	☐	
Process cleaning medium	☐	☐	☐	☐	☐	
Unit cleaning medium	☐	☐	☐	☐	☐	

Check the relevant box for warning notices. Include the safety data sheet and, if applicable, special handling instructions.
*Harmful classification might refer to categories such as oxidizing, hazardous to the environment, biological hazards, or radioactive materials.

☐ I hereby confirm that all information entered is complete & accurate

Cancel Save

Overview
The 'Declaration of Decontamination' is essential for safely returning cleaned instruments and components. Its purpose is to provide all safety-related information to ensure everyone handling these items knows their condition and risks.

Identification of Contamination
All contamination types must be clearly recorded in the declaration, even if fully removed before shipping. The Chemical Abstracts Service (CAS) numbers need to be recorded to precisely identify hazardous materials for safe handling, disposal, or repair of equipment. Accurate disclosure maintains transparency and safety during handling.

Cleaning and Decontamination Procedures
Devices found contaminated at Endress+Hauser may incur extra cleaning fees. To avoid this, clean or decontaminate equipment before shipment. Some facilities do not offer cleaning and will return unclean devices to customers.

Classification of Medium
'Process medium' refers to the substance, fluid, or material used during an industrial or chemical process. The 'process cleaning medium' is the material used to clean the process medium after completion, while the 'unit cleaning medium' is used to clean the unit before it is returned to Endress+Hauser facilities.

(If you have more than one device you need to send in, Repeat steps 7-12.)

13. Once you have added all asset(s) please complete the sections below, if applicable, to help us understand further expectations of your return

Open Technical Support Case Number

--None--

*** Expedited Service**

No

Purchase Order Number

Additional Notes

Please be aware, upon selecting "Expedited Service", it is not a 100% guarantee we can commit to the specified timeline. The request will be reviewed and communicated accordingly. Repairs will be moved up in the queue to begin evaluation and determine necessary required parts for repair if possible.

- **Technical Support Case Number (if applicable):** tie an open technical support case to the return
- **Expedited Service:** do you need an expedited service, please specify in "Additional Notes"
- **Purchase Order Number:** if you have requested a quote in advance, please advise the Purchase Order Number and attach it to the Return once you have submitted it.
- **Additional Notes:** this section is reserved for special instructions and requests, such as expedited service expectations and any other pertinent information.

14. Once you add the serial numbers and additional information, click "Submit"

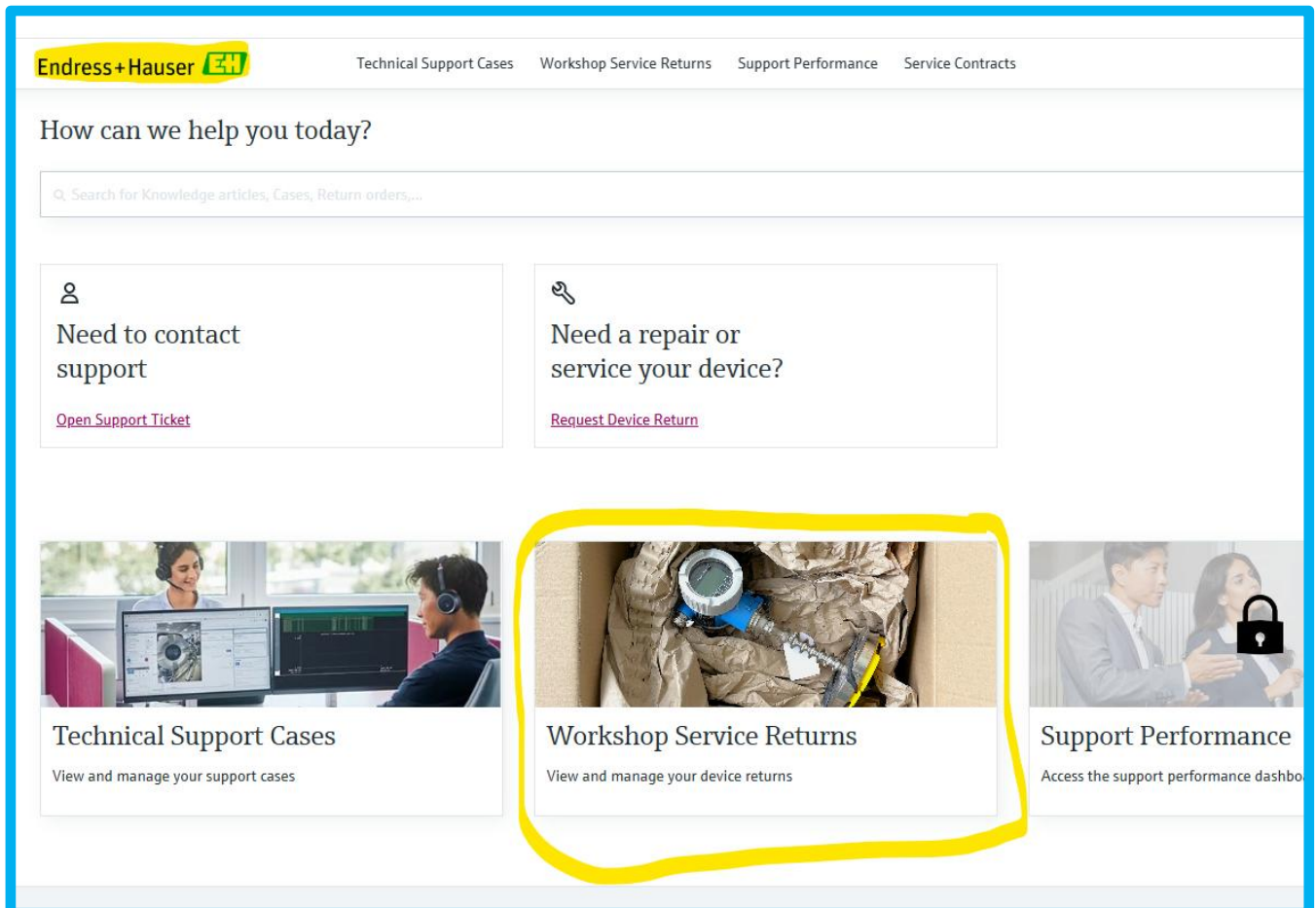
After the RMA has been submitted, an Endress+Hauser team member will contact you with a quotation. Once you receive it, please return a copy of your purchase order so we can provide further instructions and proceed with the next steps. Thank you!

Please indicate the RO Number on the outside of the shipping container.

***To proceed with the work on the equipment, we require a purchase order. This ensures that all processes are documented and are in line with our operational protocols. ***

Managing your Created Returns

1. Navigate to [Endress.com](https://www.services.endress.com) (<https://www.services.endress.com>)
2. For existing returns you would select Workshop service returns



*At any point in time to go back to the home page click the Endress+Hauser Logo in the top left of the screen highlighted in the picture above.

3. Click on Workshop Service Returns to view all return orders
4. Click on the RO-#

Endress+Hauser 		Technical Support Cases	Workshop Service Returns
Return Order Number ↑	Created Date		
RO-0095	11/1/2024, 8:54 AM		
RO-0129	11/6/2024, 4:40 AM		
RO-0184	11/12/2024, 9:44 AM		
RO-0999	2/5/2025, 10:15 AM		

5. This is where you can message your service coordinator, attach files (pictures, purchase order, etc.), check status/updates, Etc.

Endress+Hauser 
Technical Support Cases
Workshop Service Returns
Support Performance
Service Contracts

Return Order

RO-0095

Details

Return Order Line Items

Files

Status

Canceled

Created Date

11/1/2024, 8:54 AM

Type

Service

Case Number

Description

Purchase Order Number

Delivery/Tracking Info

Expedited Service

No

Alt Ship Company/contact name

Full Name

John Wampler

Alt Bill Company/contact name

Alternative Billing Address

Alternative Shipping Address

B

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🔗

🔗

Add a post...

Attach file...

📎 Upload Files

Or drop files

👤 E+H Returns

Posted

2 years ago

Dear @John Wampler, This is an automated chatter not regarding your return. ***** Please do not return equip request for lab service and will provide you with the pro for service. A Decontamination form will be sent to you returning for service. We have generated the following <https://www.services.endress.com//s/returnorder/201>

Comments

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Add a comment...

If you would like a team member to host a virtual tutorial on how to navigate the Return Order Process, please don't hesitate to reach out. We would be happy to provide a demonstration. Thank you!