



JULABO East
A Division of JULABO USA, Inc.
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Technical Service

RMA Request and Problem Description Form

Dear **JULABO** user,

Please fill out this form* and return it to us by fax or email. We will issue an RMA with return shipping instructions to you, by email, within one business day of receipt.

Thank you for your business!

- Your **JULABO USA** Service Team

Phone: 1-610-231-0250

Toll-free: 1-800-4-JULABO (1-800-458-5226)

Fax: 1-610-231-0260

Email: Service@julabo.com

* Please fill out a separate form for each machine, if two or more returns are necessary.

RMA Request and Problem Description Form

Please type or print clearly

Customer Information: (both for tracking and billing purposes)

(required)

Company Name:

Contact Person:

Contact Phone:

Contact Fax:

Contact Email:

Billing Address Line 1:

Billing Address Line 2:

Billing Address Line 3:

City, State/Province:

Postal Code:

Country:

Return Shipping Information: (for JULABO's use in returning your equipment, once repaired)

(required)

Same as Billing Address

(do not complete rest of this section)

Company Name:

Contact Person:

Contact Phone:

Contact Email:

Shipping Address Line 1:

Shipping Address Line 2:

City, State/Province:

Postal Code:

Country:

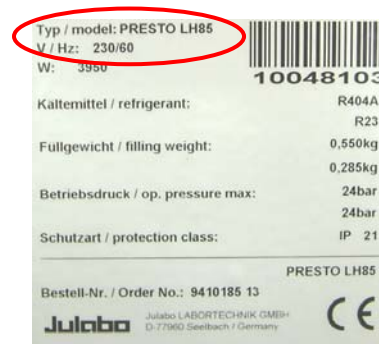
RMA Request and Problem Description Form

Unit Information: (for identifying your JULABO equipment)

(required)

Model:	(e.g. F25-ED or LH50)
Voltage Code:	(e.g. 115V/60Hz, 230V/50Hz, or 400V/50Hz/3PPNE)
Barcode(s):	- - -

The **Model** and **Voltage Code** can be found on the gray sticker affixed to the rear of the machine:



The **Barcode No.** can be found on the white sticker (usually on the rear of the unit or behind the front venting grid):



Note: Each component of a modular system has its own barcode number. (e.g. An F32-HL has two barcodes; an HT60-M3-C.U. has three barcodes)

Reason for Return:

(required)

<p>REPAIR (an estimate will be provided prior to repair, for non-warranty repairs)</p> <p>FACTORY RESTORATION *</p> <p>RETURN OF DEMO OR RENTAL</p> <p>RETURN FOR CREDIT (JULABO pre-approval required)</p> <p>Note: if returning for credit please provide Julabo Sales Order or invoice number to be applied against.</p>	<p>Original P.O. #:</p> <p>Julabo Sales Order #:</p> <p>Julabo Invoice #:</p>
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* Restoration includes the repair of nonfunctional components to factory specification. This includes repairs to any damage in the housing, labels, handles, top deck, lids, etc. Refurbishment may add 1-2 weeks lead time to the repair, and is subject to parts availability.

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Problem Description

(complete this page only for repairs and restorations)

Pump/Motor	No circulation	Does not start
	Flow stops intermittently	Leaking
	Excessively noisy	Reduced capacity
	Other:	
Temperature Control	No Heating	No Cooling
	Heats Continuously	Cools Continuously
	Temperature Drifts	
Alarm Messages	Which alarms are indicated?	
	Alarm message appears	
	Constantly	Regularly
Intermittently		
Other Errors		

RMA Request and Problem Description Form

Application Description

(complete this section only for repairs and restorations)

Setpoints (Target Temperatures)	°C,	°C,	°C
or	°F,	°F,	°F
<hr/>			
Application Type	Internal		
	External (no Pt100 control)	External (with Pt100 control)	
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Vessel Material (external applications only):			
Vessel Size (external applications only):			Liters
Bath Fluid Volume (external to JULABO bath)			Liters
What type of material is used in your process which requires temperature control? (e.g. Aluminum, or acetic anhydride, etc.)			
Bath Fluid (used in the JULABO bath)			
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Please provide a brief description of the overall process where the circulator is being used:			

Questions, Comments

(optional)