

## Return Instructions for Repair

### Step 1.

Request assistance from technical support. Please contact us and obtain a Return Materials Authorization (RMA) number before returning anything. We can fix most problems by phone, or with e-mail instructions. **Items not accompanied by an RMA number will be refused.**

### Step 2.

Fill in the RMA form, which can be found below. Please remember to fill out the decontamination statement when completing the form. **Sable Systems cannot accept items for repair if the decontamination declaration has not been completed.**

### Step 3.

Pack and mail the instrument. Put the instrument in a box that is large enough to allow for 2" of padding all around. Send only the instrument in question. Do not ship power supplies, cables or other accessories unless we have instructed you to send them.

Ship securely: use solid packing such as crumpled paper or bubble wrap. Loose packing like peanuts is not as secure and we will not guarantee against damage. Use lots of packing material. KEY to a good packing job: if the lid can be easily pushed down after the flaps are closed, or the unit can shift side to side, you do not have enough packing material. **Sable Systems reserves the right to decline service for, or to warranty items that have not been properly or sufficiently packaged for return.**

Include one copy of the RMA form in the box with the instrument. Please keep a copy of the return form for your records. Send the package to us prepaid *and insured*. We strongly encourage you to use a form of delivery that allows for tracking of your package. Keep the tracking number with the return form.

### Import Repairs:

If you are returning an item from outside the United States, an additional instruction applies. You must include a Pro Forma Invoice clearly stating that the goods are of US manufacture and are being returned for repairs. Someone at your institution should be able to instruct you if you need help creating a Pro Forma Invoice.

Our return address for repairs is:

Sable Systems  
Attn: Repairs/ RMA \_\_\_\_\_  
6340 S. Sandhill Rd, Suite 4  
Las Vegas, NV 89120

USA: 800-330-0465  
Canada: 866-217-6760  
Telephone: 702-269-4445  
Fax: 702-269-4446  
Email: [support@sablesys.com](mailto:support@sablesys.com)

----- This form **must** accompany all returned items -----

**Sable Systems Return Form RMA #** \_\_\_\_\_

1. Person making the return

1. Name \_\_\_\_\_

2. Telephone number \_\_\_\_\_

3. Email address \_\_\_\_\_

2. What is being returned?

1. Model number \_\_\_\_\_

2. Serial number \_\_\_\_\_

3. Are any accessories or peripherals included?  
\_\_\_\_\_

3. Decontamination information: Appropriate measures must be taken to assure the safety of Sable Systems personnel and all others who may contact your equipment in transit.

1. Has this product been exposed to any infectious agents assigned to biosafety levels 2 or 3?  
\_\_\_\_\_

2. If yes, please indicate agent and hazard class?  
\_\_\_\_\_

3. Has this product been exposed to toxic, carcinogenic or radioactive substances?

4. If yes, indicate types and quantities  
\_\_\_\_\_

5. Decontamination procedure- check one

\_\_\_\_ **Equipment not contaminated.** Customer certifies that the returned goods have not come into contact with or contain any infectious agents, toxic, carcinogenic or radioactive substances.

\_\_\_\_ **Contact with infectious agents.** The equipment was thoroughly decontaminated by spraying it or wiping it down with 1 1:10 dilution of household bleach or a 1/2% solution of Lysol disinfectant or equivalent. The disinfectant remained on the unit for a minimum of 10 minutes before flushing with water.

\_\_\_\_ **Contact with radioactive material.** The equipment was thoroughly decontaminated by cleaning it with a commercially available decontaminate solution (e.g Radiacwash or equivalent). The instrument must be surveyed with the appropriate instrumentation after decontamination and the results attached to this form.

\_\_\_\_ **Chemical Contamination.** The equipment was thoroughly decontaminated by rinsing areas associated with chemicals with a compatible solvent such as alcohol or water.

***If you do not understand the above instructions or have questions, please contact Sable Systems support for assistance.***

(Form continues on the next page)

4. Describe the malfunction as completely as possible. Attach recordings or plots or additional sheets if you wish.

5. How did the problem develop (if known)?

6. Do you need a report on actual values before calibration (as found data)? Circle YES NO

7. If this service is not covered by the warranty, how will it be paid for?

Purchase order No: \_\_\_\_\_ Credit Card \_\_\_\_\_

We will contact you for your Credit Card Information at time of return shipment.

8. Do you need a repair estimate before we actually do the work? If yes, who should we contact with the estimate.

Name \_\_\_\_\_

Telephone Number \_\_\_\_\_

Fax Number \_\_\_\_\_

Email address \_\_\_\_\_

9. Complete address for return shipping- no PO boxes or mail stops please

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City, State Zip/ Post Code \_\_\_\_\_

We will use DHL or Federal Express unless instructed otherwise. If you would like us to charge return shipping to your DHL or Federal Express account, provide the account number.

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