The following form is required to be completed for any and all equipment that is sent into a Thermo Fisher Scientific workshop for repair, maintenance or calibration.

Please only complete any section that is relevant to the service element that you are engaging Thermo Fisher Scientific for and ensure that this document and the label on page 5 of this document is completed and attached to your asset and is clearly visible.

**JOBS DETAILS**

**RGA No.:**

|  |  |
| --- | --- |
| Customer : ................ | Date : ................ |
| Address : ................ | |
| Name : ................ | Phone : ................ |
| E-Mail : ................ | Fax : ................ |
| To enable us to action the request, an order number is required. | Order number : |
| *The company does not accept credit card information via fax or email.*  *If paying by Credit card, please supply contact information so we can contact you for details or contact us on +61 (7) 3881 1360 to process a credit card payment* | |
| Contact Name : ................ | Contact Phone # : ................ |

**INSTRUMENT DETAILS**

|  |  |
| --- | --- |
| Instrument Model : ................ | Serial No : ................ |
| Date Purchased : ................ | Firmware version : ................ |
| Supporting items (to be sent with) : ................  (i.e.: adaptor, cables, battery, charging unit, enclosure, sensors) | |
| **FAULT DETAILS** | |
| 1. What is the fault description and frequency? | |
|  | |
| 2. How to replicate the fault? | |
|  | |
| 3. How long had the unit been operating before the fault occurred? | |
|  | |
| Note: It is end users responsibility to backup data and configurations of loggers before sending back to manufacturer. In some cases where logger lost communication or cannot be powered, please send the request to TFS Service Department for data backup | |

**CARRIER**

For return of your instrument please ensure that you nominate the carrier to be used and the account number.

|  |  |  |
| --- | --- | --- |
|  | Nominated Carrier | **A Packing & Handling charge may apply** |
| Name of Carrier : ................ | Account Number : ................ |

|  |  |  |
| --- | --- | --- |
|  | **Thermo Fisher Carrier** | **A Packing & Handling charge will apply** |

Please note that the return of the product(s) WILL NOT be covered by Thermo Fisher Scientifics’ insurance, and as such Thermo Fisher Scientific Australia Pty Ltd will not accept any liability after it leaves our premises.

CONDITIONS OF REPAIR

1. Contact Technical Support at [support@datataker.com.au](mailto:support@datataker.com.au) for initial support if required.
2. Repairs cannot commence without a Returned Good Authority Number (RGA), please contact Customer Service at [sales@datataker.com.au](mailto:sales@datataker.com.au)
3. If no fault was found, unit will be calibrated and charged as calibration fee
4. Units with faults covered under warranty will be repaired to working order. Replacement units will only be provided if the unit cannot be repaired.
5. Warranty repairs can only be performed by an Authorised Service Centre.
6. Cash Sale customers are to complete payment before the repair is returned.
7. Thermo Fisher Ltd will not be responsible for;
   1. Repairs without order numbers,
   2. Repairs that have not been claimed within 60 days of completion, or
   3. Delays in spare parts delivery from manufacturers

**If you have any questions please contact us on +61 (7) 3881 1360 or email service@datataker.com.au**

**DECONTAMINATION**

|  |  |
| --- | --- |
| ALL EQUIPMENT MUST UNDERGO DECONTAMINATION PRIOR TO BEING SENT or DELIVERED TO ANY THERMO FISHER OFFICE.  Please ensure that the unit(s) has/have been decontaminated before dispatch (against any hazardous material (e.g. biological, bacteriological, virological, chemical or radioactive) and specify below what decontamination procedure was used:- | ON SITE PRECAUTIONS.  For on-site visits, please detail any specific precautions necessary for the Service Engineer. |
| **Decontamination Declaration**  I confirm the above information is true and complete to the best of my knowledge and belief.  Note: # Failure to accurately disclose the above information may result in legal action.  # The repair / service to the unit cannot be started until this section is completed and signed off.  **Failure to complete this section may result in the unit being returned at your cost.**  Authorised signature : ................ Date : ................  Name (Printed) : ................ Position : ................ | |

**DELIVERY INSTRUCTIONS**

All instruments being sent in for service must have the **delivery label on page 5**,printed and affixed to the outside of the carton.

**If more than 15 units, please photocopy and attach, or attach a copy of your asset register page**

EACH ATTACHED PAGE MUST BE SIGNED

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Inst No** | **Model** | Serial No. | **Firmware Ver** | **Description of Fault** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **2** |  |  |  |  |
| Supporting Items: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **3** |  |  |  |  |
| Supporting Items: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **4** |  |  |  |  |
| Supporting Items: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **5** |  |  |  |  |
| Supporting Items: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **6** |  |  |  |  |
| Supporting Items: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **7** |  |  |  |  |
| Supporting Items: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **8** |  |  |  |  |
| Supporting Items: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **9** |  |  |  |  |
| Supporting Items: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **10** |  |  |  |  |
| Supporting Items: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **11** |  |  |  |  |
| Supporting Items: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **12** |  |  |  |  |
| Supporting Items: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **13** |  |  |  |  |
| Supporting Items: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **14** |  |  |  |  |
| Supporting Items: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **15** |  |  |  |  |
| Supporting Items: | | | |

**INCOMING ASSETS FOR THE SERVICE DEPARTMENT**

**To:** dataTaker Service

Thermo Fisher Scientific Australia Pty Ltd

Unit 7, 2 Pinacle Street

Brendale, Queensland 4500

Australia

Tel: +61 7 3881 1360

**From:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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