

## APPENDIX 1: PACKING/SHIPPING INSTRUCTIONS

### PLEASE PACK YOUR TEST INSTRUMENT EXTREMELY CAREFULLY ! IT IS BOTH HEAVY AND DELICATE.

When packaging delicate instruments, maximum care must be taken to prevent damage to the tester while it is en route to us. If you are sending in your Exacta Hardness Testing System, please follow these instructions to ensure safe shipment of your system. If you are having a problem with the test head, please return the bracket. in addition to the test head.

When packing for calibration, only the test heads need to be returned. If needed, Newage can check the stroke on the brackets as well. If you need the unit returned asap, please call Newage to ensure someone will be able too look at your unit as soon as it arrives.

Packing Instructions for 200 or 300 series testers:

- 1) Power off and unplug power cord.
- 2) Disconnect cables from test head and bracket on back of test stand.
- 3) Loosen the bracket locking lever and carefully raise the head bracket assembly almost to the top of the column.
- 4) Tighten the bracket locking lever to hold the bracket in place.
- 5) While holding the test head, loosen the head bracket screw and remove the test head.
- 6) **Unscrew the indenter and place in a separate container for protection.**
- 7) If shipping the brackets, loosen the bracket locking lever and remove the bracket.
- 8) **If shipping test stand, unscrew leveling feet** from stand and wrap separately
- 9) **Use a TRIPLE LAYER of bubble wrap on each item** that will be shipped, paying particular attention to wrap the test stand tightly to minimize movement of the specimen table.  
**Packing peanuts ARE NOT sufficient** to protect heavy packed objects from damage.
- 10) Ensure sufficient packing material is used to prevent shifting of the components.
- 11) **Use a heavy-duty double-wall cardboard box** capable of withstanding shipment and handling or double box the tester.
- 12) **Use a layer of foam padding or similar under the base of the tester** (after removing the feet) and place some protection over the keyboard.
- 13) Apply appropriate labels for careful handling to the outside of the package.
- 14) IMPORTANT: Insure the package for the replacement value off the tester or components.
- 15) When returning a tester to Newage for service or calibration, address it "Attention Service Department", and enclose a note stating what is needed (service, calibration, etc.) and the name and phone/email of contact person and if there is a problem with the tester, describe it. Newage will call with an estimate for repairs.
- 16) Return the tester to:  
Service Department  
Newage Testing Instruments, Inc.  
820 Pennsylvania Ave, Feasterville, PA 19053  
Tel: 215-355-6900 Fax: 215-354-1803  
email: newage.info@ametek.com

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