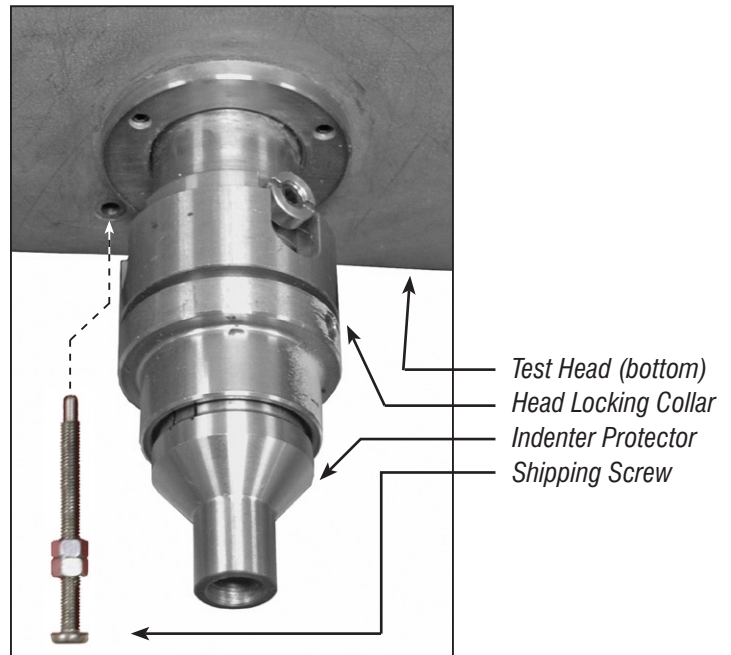


## 9.4 PACKING THE UNIT FOR SHIPMENT

If the Newage Service Department has been called to confirm the test head needs to be returned:

### TEST HEAD SERVICE ONLY

- 1) Remove the test head by unscrewing the head locking collar (bottom section) and lifting the head straight up, taking care not to allow the indenter area to touch against anything.
- 2) Continue to hold the test head upright and reattach the head locking collar, press the indenter protector into place (carefully without contacting the indenter tip), then screw in the shipping screw finger tight plus a turn with a screw driver.
- 3) Place a tube over the indenter area and tape into place.
- 4) Wrap the test head in bubble pack with at least two inches thickness of bubble pack or equivalent.



*Indenter-area protection for shipping (view as seen from back of tester looking up at the bottom of the head).*

**CAUTION: Packing peanuts and other loose fill which allows shifting of the contents IS NOT EQUIVALENT TO BUBBLE PACK. The test head is both heavy AND delicate, so great care must be taken to provide adequate padding.**

- 5) Remove the entire electronics box with the keypad by unscrewing the connectors and disconnecting the power cable. Wrap the electronics equivalent to the test head.
- 6) Fill the bottom of a sturdy double-wall corrugated box (or wood or similar) with packing material and place both the electronics and the test head in a sturdy double-wall corrugated box or similar with more packing between them, around them and over top.
- 7) Mark the box as delicate and insure for the value of the components.
- 8) Include a contact name, phone number, and brief description of the problem.
- 9) Ship to:

Service Department  
Newage Testing Instruments, Inc.  
820 Pennsylvania Blvd  
Feasterville, PA 19053

**Tel: (215) 355-6900**  
**FAX: (215) 354-1803**