

AUTOMATIC BRINELL
PACKING AND SHIPPING INSTRUCTIONS,

Before Shipping CALL: 800-806-3924 or 215-355-6900; Fax: 215-354-1803 to make certain your tester needs service – sometime simple things can be corrected or a field service tech can be sent.:

Test Stands: Do not send test stands without express direction from a Newage technician. Often components can be installed at your plant by your maintenance personnel or Newage representative. Call Newage Customer Service Department if you need assistance. 800-317-1976

Test Heads and or electronics: If either of these two components will not operate correctly after following the troubleshooting procedures and/or calling Newage support personnel, see below for shipping instructions:

IF YOUR TESTER DOES NEED SERVICE:

1. For test head repairs, the indenter and its shroud should be screwed into the head. Any additional indenters should also be included in shipment.
2. Write the name and phone number of a person who can authorize the repair expense.(Newage will call with an estimate after looking at the tester.) Also, include a brief description of the tester problem or requirement, e.g. Needs calibration or Reads high.
3. Wrap the test head and/or electronic package in several layers of bubblepack and place the test head, and related accessories in a sturdy box of double-wall cardboard or doubleboxed, leaving room for at least four (4) inches of firm packing material – do not use packing peanuts or other types of loose fill. The test head is very heavy and both the head and electronics are delicate
4. Mark package with labels indicating “Sensitive Instrument. Handle with care”.
5. Insure for the replacement value of the test head or electronics.
6. Ship to:
Newage Testing Instruments, Inc.,
Feasterville, PA 19053 USA

Tel: 215-355-6900

NOTE: Newage policy for warranty repairs is for customer to pay shipping to Newage. Newagewill pay charges for shipment back to customer

TO SCHEDULE CALIBRATION
call Newage Testing Instruments at 800-317-1976

Note: Under no circumstances is Newage is not responsible for damage to testers shipped in to Newage. These suggestions are provided as a guideline only and will not necessarily prevent damage to testers and components in all circumstances.