

7. VERSITRON FACTORY SERVICE & SHIPPING INSTRUCTIONS

MAKE CERTAIN YOUR INSTRUMENT NEEDS TO BE SERVICED:

Test Stands: Usually, broken parts on the test stand portion of your Versitron can be installed at your plant by your maintenance personnel or Newage representative. Call Newage Customer Service Department if you need assistance.

Test Heads: If the test head 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. The indenter and its shroud should be screwed into the head. Any additional indenters should also be included in shipment. The indenter should be protected with a piece of mailing tube or similar taped around the indenter area
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. Place head, and related accessories in a sturdy box (double-wall cardboard or double boxed, leaving room for at least three (3) inches of fire packing material).
4. Pack the box so the head will not shift in shipment and be certain the indenter and dial indicator or electronics will not be damaged by movement of the head. Mark package with labels indicating "Sensitive Instrument. Handle with care".
5. Ship via UPS and insure for the value of the test head.
6. Ship to:

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

215-355-6900

7. Newage generally can turn repairs around within a week.

NOTE: Emergency Service: Immediate service is available on emergency cases where the test head is to be shipped in via overnight shipment. Call 215-355-6900 and request fast turnaround and return shipment by air freight. No extra charge for this service (other than freight) but we must know your test head is coming and be able to verify that personnel will be available to do the work.

NOTE: When packaging delicate instruments for shipment maximum care must be taken. Please instruct your shipping department to take as many precautions as they can.

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

Shipping Test Stands

Test stands must be crated or bolted to a skid (there are bolt holes on the underside of the stand) and protected with cardboard or similar. Follow same procedures regarding insurance and instructions.