



SKC-West Service Center Questionnaire

SKC-WEST, INC.
2380 E. Walnut Ave.
Fullerton, CA 92831
PH: (800)752-9378 / FAX: (800)752-1127

Thank you for your interest in SKC-West repair & calibration services. ***Please complete and e-mail this form back ahead of time***, to allow preparation of paperwork before your shipment is received. The Non-Contamination and Repair Authorization forms can be included in the shipment.

Questions & forms should be forwarded to the Natalie Garcia, ngarcia@skcwest.com or orders@skcwest.com

RA Number: _____

Acct. #: _____

Please mark this number on the outside of your shipping carton before sending.

Company Name: _____

Contact Name: _____

Phone No: _____

Fax No: _____

E-Mail Address: _____

PROVIDE THE FOLLOWING INFORMATION FOR THE RETURN SHIPMENT OF REPAIR ITEMS:

Company: _____

Street # & Name: _____

City/ST/Zip: _____

ATTN: _____

PROVIDE THE BILLING ADDRESS, IF DIFFERENT FROM THE ABOVE SHIP-TO ADDRESS:

Same as Ship-To

Company: _____

Street # & Name: _____

City/ST/Zip: _____

ATTN: _____

Return Via:	
<i>(Please choose one from each section)</i>	
1. <input type="checkbox"/> UPS	<input type="checkbox"/> FED-EX
<hr/>	
2. <input type="checkbox"/> Ground	<input type="checkbox"/> Next Day
<input type="checkbox"/> 2 nd Day	<input type="checkbox"/> 3 rd Day
<input type="checkbox"/> Other _____	
<hr/>	
3. <input type="checkbox"/> Add Shipping to Invoice	
 <input type="checkbox"/> Send Collect on my UPS/Fed-Ex Account:	

<i>(Note account number above)</i>	

ITEM NO & DESCRIPTION (Ex. "210-2002, AirChek 2000 Pump")	SERIAL NUMBER	UNDER WARRANTY?	INVOICE #
_____	_____	<input type="checkbox"/> YES <input type="checkbox"/> NO	_____
_____	_____	<input type="checkbox"/> YES <input type="checkbox"/> NO	_____
_____	_____	<input type="checkbox"/> YES <input type="checkbox"/> NO	_____
_____	_____	<input type="checkbox"/> YES <input type="checkbox"/> NO	_____
_____	_____	<input type="checkbox"/> YES <input type="checkbox"/> NO	_____

INTERNAL USE ONLY			
REPAIR P.O. #	_____	DATE RCV'D	_____
QUOTE/ORDER #	_____	TOTE NUMBER	_____



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You can rely on SKC sampling equipment to get the job done right. Experienced SKC Service and Repair Technicians are another thing you can rely on to keep your sampling equipment in optimal operating condition. Follow our easy service/repair return process for 100% satisfaction.

- *Standard lead-time for service & repairs is 3 – 4 weeks. Please contact the office if you require a RUSH repairs.*
- *We provide a written quotation for recommended additional repairs. These charges must be approved before we will further service the instrument. If these charges are not approved, the standard service fee will still apply.*
- *Please be sure to submit **all** of the completed required forms to avoid any delays. This would include the Repair Questionnaire, Repair Authorization & the Decontamination forms.*
- *SKC-brand equipment that has been serviced or repaired will have a 90-day service warranty.*
- *The accompanying Decontamination form must be completed and returned to us. It can be returned ahead of time by fax or e-mail, or included in your shipment. **Service will not begin until the completed Decontamination form is received. This could cause delays of up to 2 – 3 weeks on your service request.***

Standard Pump Service includes inspection, replacement of wearable parts (including stack if needed*), and recalibration. Standard service does **not** include motor, battery, or control board replacement; additional fees will be added for these components. SKC West will contact you for authorization.

Please note that if an instrument is beyond repair and not cost effective, the customer will be given the option to replace their pump with a new unit. A quote will be provided, and SKC West will wait for approval from the customer before proceeding.



SKC West Service Center Payment Authorization

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To process your service request, we require prior approval at this time for the basic service flat fee. **By signing below, you are authorizing the service flat fee per unit*.**

The basic service flat fee includes labor, calibration, and wearable parts. Additional charges would include replacement of batteries, motors, circuit boards & entire pump casing. If the charges will exceed the basic service flat fee amount, we will contact you to obtain additional authorization.

***Sign Here to Authorize**

PLEASE CHOOSE A PAYMENT OPTION BELOW

- We have a Net-30 invoice account with SKC West and would like to submit a purchase order for the service cost. My purchase order number is:

P.O. Number

- We would like to provide our credit card information for the service cost.

Credit Card Number

Expiration Date

Signature

Security Code

Credit Card Billing Address



SKC West Service Decontamination Form

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This form Must Be Completed and Returned with ALL:
(FAILURE TO SUBMIT THIS COMPLETED FORM WILL RESULT IN A DELAY OF YOUR SERVICE ORDER.)

- ✓ Equipment to be serviced/repaired
- ✓ Rental Equipment
- ✓ Product being returned on an approved RGA

SKC West is committed to the safety of SKC employees who will be handling this equipment.

1. DECONTAMINATE this equipment before returning to SKC West. At a minimum, wipe the external case with a pre-moistened alcohol wipe.
2. LABEL the box with the SKC West return address label (rentals) or return authorization number (repairs).
3. REVIEW the following contaminants and sign your name confirming that the equipment being sent to SKC West is not contaminated with the following*:

**ASBESTOS OR OTHER FIBERS • ACIDS/CAUSTICS • SOLVENTS • DUSTS/MISTS
RADIOACTIVE MATERIALS • BIOLOGICAL HAZARDS**

**Customers may be asked to provide scientific evidence to verify equipment has not been contaminated with the above hazards. SKC West reserves the right to refuse repair of any equipment that appears to be contaminated or to charge rental customers the replacement cost of equipment that is returned to SKC West contaminated.*

Signature

Name

Phone No.

Fax No.

Model(s)

Serial No.(s)

Please provide a brief description of the equipment problems you are having, or services you wish SKC West to perform: (Repairs Only)

