

service commission measurement

imc Test & Measurement GmbH

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please complete and enclose at delivery

To
imc Test & Measurement GmbH
Wareneingang
Voltastr.5

D-13355 Berlin

From

 Company: _____

 Respond partner: _____

 Phone: _____

 Fax: _____

Device typ: imc CRONOS-PL imc CRONOS imc CANSAS imc BUSDAQ
 please tick off imc CRONOS-SL imc C-SERIES imc CANSAS-SL imc BUSDAQfit
 imc CRONOSflex imc SPARTAN imc μ-CANSAS imc IMEAX/POL
 imc CRONOScompact imc μ-MUSYCS imc CANSASfit different devices:
 imc CRONOS-XT imc CANSASflex _____

Device software version: _____

Serial-no.: _____

Request to warranty / goodwill
 please enclose formless reason

A choice of following possibilities may cause additional costs. More information available at 06172/59672-40.
 Please tick off the wanted options

Shipping with following software:

Servicecommissions

- Check
 Inspection
 Modification / maintenance
 Balancing / calibration
 Climatic test
 Software Update

Documents

- Zertificate wanted
 Protocols wanted
 DKD evidence wanted
 Documents as PDF wanted

Repair / Estimate

- according customer instruction
 (billing on the clock)
 complete
 (inspection/service required)
 Repair not before decontrol!
 Estimate till _____ €
 invoice according to purchase order

no.:

Error message:

Express service (surcharge 431 €) wanted and decontrol given up to _____ €.
 If you need the option Express Service please contact the Hotline. This option **requires** decontrol of a budget!

Shipping insurance (insurance for return from imc T&M)

If needed fill in the insurance value : _____ € (premium is 1% of insurance value)

Miscellaneous: _____

Please complete this form to enable us to work on your device.
 For requests please contact the Hotline (Tel.: +496172/59672-40).

_____ the _____
 Place, Date

 Signature

Question checklist for repair

Answering these questions may provide helpful hints for troubleshooting on devices that have failed and should be sent for repair.

- Temperature and Temperature changes (downtime before use, after shipping...)?
- Humidity at places of action?
- Measuring mobile, non mobile, laboratory, shop floor, open country...?
- Measurement short, long, triggered...?
- Error only in connection with certain measurements, experiments?
- Frequency of error?
- Supply (AC, DC, PSU, voltage, current resp. power)?
- Error even when using different external supplies?
- Error even when using different plugs / amplifiers?
- Error even when using different devices?
- applied sensors (datasheet)?
- Wiring length and cross section (measuring wire, if necessary supply wire)?
- if necessary supply voltage, current (detailed values, must – actual values)?
- Experiment available?

Explanations to service commission measurement

- **Check**
Manual check of one device according customer's error description with final defect report. Billing on the clock. No repair!
- **Inspection**
System- and functions check.
No repair! No balancing! Detection of all errors. Most of the time we find all and hidden errors too.
We suggest this service regular all 12 up to 24 months.
It is useful to combine this service with calibration and balancing.
- **Calibration** (analogue measurement und output amplifiers)
Documentation of accuracy of measurement including works certification according to DIN EN ISO 9001.
Any user is able to do a calibration, so we do not offer this little service. We offer calibration and balancing.
- **Calibration and balancing** (analogue measurement amplifier)
Incoming documentation of accuracy of measurement, balancing and final documentation of accuracy of measurement. All work includes works certification according to DIN EN ISO 9001.

We suggest this service regular all 12 up to 24 months.
- **Calibration protocols**
These protocols list all single values of the calibration and the used test tools. The additional calibration certificate is up to the mark of DIN EN ISO 17025.

If you want to have exact information about a device's allowance state this option is the right thing. If it is enough to know that a device was in or out the allowances these surcharged position is not needed.
- **Modification/Service**
Sum for maintenance, modification, revision or repair and function check.
Added or changed modules will be billed separately!

This option maintains the reliability of a devices, because of the included system review. Announcing damages, overloads (cold solder connection; crossed, twisted, soiled or melted parts; used or defect accumulators or batteries) will be detected mostly and are often repairable without surcharge. (We suggest this service regular all 24 up to 48 months).

It is also the right choice for having a device up to date, to complete a modular system with more amplifiers, or to have a residential repair.
It is useful to combine this work with calibration and balancing.
- **Repair according customers instructions**
Only the customer specified parts will be repaired. This position will be billed on the clock. Spare parts will be billed separately!

We cannot guarantee a functioning device, because this position does not include a complete error detection.
- **Repair complete**
Residential repair, billed on the clock and requires surcharged inspection to detect nearly all faults.
A lot of times modification/service is cheaper at same results.

Explanations to service commission measurement

- **Estimate**

We cannot number repair costs before having repaired a device (hidden faults, more work than expected...). So there are three possibilities to act.

a) The device has to be back at work as soon as possible and there is no budget problem. Therefore we recommend repair without estimate. Advantage is the very short processing time.

The costs could reach or overstep reinstatement level! Usually we do not continue working if 65% level is reached and offer a new device, but its delivery time is much longer...

Often customers give us a threshold up to which a repair should be done. If the repair would be more expensive the old device has to be scrapped.

b) There is a fixed budget or the device is an older one.

Therefore we recommend repair with estimate if costs overstep a threshold. Advantage is the short processing time if costs remain in the budget and cost control on the other case.

If costs outrun the budget we make a second, final estimate and need a second decontrol or another decision how to proceed further.

c) There is no budget or the device is very old.

Therefore we recommend repair after decontrol of an estimate. Advantage is the cost control.

But if costs outrun the budget we make a second, final estimate too and need a second decontrol or another decision how to proceed further.

- **Express service**

Favoured, fast executed service. We try work off within 7 workdays from receipt of goods at Wareneingang imc T&M, additional shipping. If we need more time the price reduces about a third per workday more.

More demands are excluded. Additional repair costs.

- **Shipping insurance**

If your company does not have a shipping insurance for your devices you can insure the shipping back to you at imc T&M. The insurance premium amount is 1% of insurance sum.

Example: insurance sum 7500 € => premium 75 €

Please check up your insurance state. We are not responsible for shipping damages of your devices in any case.