



***RheoVac[®]* System Customer Return Instructions**

Shipping address:

Intek, Inc.
751 Intek Way
Westerville, OH 43082-9057

Please include the RMA (Return Material Authorization) number and a packing list showing all items being returned. Please use the checklist below before shipping your equipment back to Intek. Also, include a description of the reason for the return and services requested. Please provide a contact name, phone number and email address.

Shipping/Handling

- ❑ Decontaminate/clean the sensor and electronics and any other items, as appropriate.
- ❑ Tighten all connectors, terminal block screws, and clamps.
- ❑ Electronics should be in original metal enclosure, when feasible; if shipping electronic boards without enclosure, place electronics in an ESD safe bag before packing for shipment.
- ❑ Items should be packaged using peanuts, bubble wrap or equivalent protective packing material.
- ❑ We recommend a probe protector covering the probe tips. The probes are shipped from the factory with a length of 1" PVC pipe covering the shaft and probe tip. Make sure the stop clamp on the probe shaft is tightened in place.
 - If PVC is not available, please use your best judgement to make sure that the probe tips are completely covered and protected. Sturdy cardboard tubing is another option.
- ❑ Unless otherwise instructed by the factory, only the probe needs to be shipped back for repair/recalibration. For software upgrade, main electronics must be returned.