



The Bionetics Corporation
Commercial Engineering Services Group

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RheoVac[®] System Customer Return Instructions

Shipping Address:

**Intek, Inc.
770 Brooksedge Plaza Dr.
Westerville, OH 43081**

Please include the RMA (Return Material Authorization) number and a packing list showing all items being returned. 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:

- ☐ Intek recommends that your RheoVac system is powered off before disconnecting the RheoVac system's probe(s) in preparation for return to the Intek factory for service.
- ☐ 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.
- ☐ For system upgrades, the RheoVac electronics need to be returned to the factory.
- ☐ 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.