



The Bionetics Corporation
Commercial Engineering Services Group

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Westerville, Ohio 43081

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Rheotherm[®] Customer Return Instructions

Shipping address:

**The Bionetics Corporation
770 Brooksedge Plaza Dr.
Westerville, OH 43081**

- Please indicate the RMA (Return Material Authorization) number and a packing list showing all items being returned. 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. **Intek adds a \$200 cleaning fee for those items not properly cleaned prior to their return.**
- 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.
- TU type sensors: protect flange ends using flange caps.
- TU type sensors: protect sensor's exposed tube ends using the original packing box, if available. Otherwise, we recommend using small pieces of PVC pipe to protect the tube ends.
- Probe type sensors: we recommend a probe protector covering the probe tips. We use a PVC pipe.
 - If PVC is not available, please use your best judgement to make sure that the probe tips are completely covered and secured. Sturdy cardboard tubing is another option.
- Unless otherwise instructed by the factory, the sensor and electronics are a matched set, make sure both the electronics and sensor with the same serial number are returned.