



## **Advanced Research Systems, Inc.**

905 Harrison Street \* Allentown, PA 18103

Tel: 610.439.8022 \* Fax: 610.439.1184 \* e.mail: [ars@arscryo.com](mailto:ars@arscryo.com)

### **INSPECTING YOUR EQUIPMENT**

Dear Valued Customer:

Thank you for your order. We appreciate your business and are looking forward to serving you again. Advanced Research Systems, Inc. wants you to be satisfied with your product. Please take a moment to review the information below. Should you have any questions, please contact us.

### **FOR YOUR PROTECTION**

**PLEASE SAVE YOUR PACKAGING.....**Should you need to return the equipment, the original packing is the safest method to return any products. Please see instructions on how to return equipment or request information.

The carrier who delivers the merchandise to your door is responsible for loss and damages. Acceptance of the shipment by the transportation company is an acknowledgement the articles delivered by them were in good condition and properly packed.

### **How to Handle Damages and Shortages:**

#### **Visible Damage**

1. Have delivery man note on Bill of Lading the nature and extent of damages.
2. Notify the transportation company's office to inspect the merchandise
3. File claim for damages at once. In filing a claim, you may (a) make a cash advancement for full value, (b) arrange to have repairs, (c) replace the merchandise. Also, this will depend on the carriers contract.

#### **Concealed Damage**

1. If damage is noticed when merchandise is unpacked, notify the transportation company office immediately and ask to have it inspected.
2. Do not destroy packing materials.

#### **Shortages**

1. All shortages must be reported within ten days.
2. Check number of cartons delivered with the quantities shown on the packing list.
3. If quantities do not tally or pieces are missing, please contact Advanced Research Systems, Inc. immediately.

#### **Important**

All claims for loss or damage should be filed immediately with the transportation company. Should you need assistance with the claim, Advanced Research Systems, Inc. will be glad to assist. Do not return merchandise, as transportation may not accept damage claim.

**Please Visit Our Web Site:**

**[WWW.ARSCRYO.COM](http://WWW.ARSCRYO.COM)**

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## Request for Material Return Authorization

Dear Valued Customer:

RMA#

In order for Advanced Research Systems, Inc. to properly diagnose and repair your equipment it is important you answer the following questions. After you have completed this form, return fax to us at 610-439-1184, or email it to us at: [arsservice@arscryo.com](mailto:arsservice@arscryo.com) We will contact you with Return Authorization Instructions:

Today's Date:

Company Name:

Contact Name:

Contact Telephone Number

End User's Name:

email:

Phone No:

Is Product Being Returned on Debit? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, provide PO# \_\_\_\_\_

Billing Address:

Company Name:

Address:

City:

State:

Zip:

### Compressor:

1.) Model Number:

Serial Number:

2.) Does the compressor operate? Yes \_\_\_\_\_ No \_\_\_\_\_

3.) Did you check the fuses? Yes \_\_\_\_\_ No \_\_\_\_\_

4.) Static (non-operating pressure):

5.) Operating pressure:

6.) Was gas added to system? Yes \_\_\_\_\_ No \_\_\_\_\_

7.) Briefly describe the problem or attached details:

8.) Compressor Hours

### Cold Head – Helitran & Displex

1.) Model Number:

Serial Number:

2.) What is the minimum temperature achieved?

3.) How long has the system operated without problem?

4.) Do you have vacuum?

5.) Briefly describe the problems:

### Transfer Line

1.) Model Number:

Serial Number

2.) Do you have vacuum? Yes \_\_\_\_\_ No \_\_\_\_\_

3.) Do you have tip flow? Yes \_\_\_\_\_ No \_\_\_\_\_

4.) Do you have shield flow? Yes \_\_\_\_\_ No \_\_\_\_\_

5.) Is needle valve sticking? Yes \_\_\_\_\_ No \_\_\_\_\_

6.) Have you check filter on dewar end? Yes \_\_\_\_\_ No \_\_\_\_\_

7.) Have you checked pressure at dewar adapter Yes \_\_\_\_\_ No \_\_\_\_\_

8.) Briefly describe the problem or attached details?

### Other

1.) Product Model/Name

Serial Number

2.) Briefly describe the problems:

By answering these questions, you will assist us in being able to provide you with repair data request. **Failure to complete and receive RMA# will result in non-acceptance at Advanced Research Systems, Inc. facility.**

**\*\*\*PLEASE INCLUDE REQUEST FORM WITH RMA NUMBER WITH YOUR SHIPMENT. THANK YOU.**

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### **RETURNING YOUR EQUIPMENT**

**Contact Advanced Research Systems, Inc. for Request for Material Return Authorization Form.** This should be filled out and returned back to Advanced Research Systems, Inc. You will receive an RMA#, when form has been complete.\*\*\*

\*\*\*Note: Failure to receive RMA# from Advanced Research Systems, Inc may result in refusal at receiving department.

### **PACKAGING YOUR EQUIPMENT**

It is very important that your equipment is packed securely to void any damage during transportation. The original packaging is the safest method to return your equipment. If you do not have the original packing, listed below is a guide for shipping your equipment or consult Advanced Research Systems, Inc.

\*\*\*\*Do not send interface pieces unless requested

Cold Ends:	Helitrans	Minimum Box Size 25" X 14" X 14"
	Displexs	Minimum Box Size 36" X 17" X 17"
Interface Pieces	Shroud & Shields	Minimum Box Size 25" X 14" X 14"
		Minimum Skidded Carton (Banded to the
Center)		
Compressors:	ARS-2	32" X 32" x 27"
(International Wood Crate)	ARS-8200	32" x 32" x 27"
	ARS-830	40" x 32" x 23"
	U110DW-UCMA	33" x 33" x 36"
Transfer Lines 6'		Minimum Box Size: 69" x 32" x 7"
		(International Wood Crate) 73" x 35" x 11"
Controllers:	331 (E/S)	Minimum Box Size:
	340	23" x 15" x 13"
		23" x 23" x 10"

All equipment should be secured to the center of the carton with packing material around the entire piece. Please ensure there is sufficient packing material around the equipment to avoid damage from hitting sides of the carton.

Equipment should reference the RMA# on outside of Carton. This will avoid any refusal at our receiving dock.

Ship to: Attention: RMA#  
Advanced Research Systems, Inc.  
905 Harrison Street, Suite 109  
Allentown, PA 18103

Equipment should be insured for the value. Most carriers have a maximum payment claim of \$100.00 is insurance has not been added.

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