

Subject: Repair, calibration & restock services

Service request form

To: Hukseflux customers

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Please consult the service procedure on: <https://www.hukseflux.com/repair-recalibration>.

Send this form to service@hukseflux.com

COMPANY INFORMATION		
Date (DD-MM-YY)		
Company name		
Customer reference		
Invoice address	Address	
	Contact person	
	E-mail address	
Return address (if different from invoice address)	Address	
	Contact person	
	E-mail address	
	Telephone number	
	VAT number of return address (if in European Union)	
Return shipment conditions (to be used by Hukseflux)	<input type="checkbox"/> EXW <input type="checkbox"/> CIP	
Type of request	<input type="checkbox"/> Recalibration <input type="checkbox"/> Repair <input type="checkbox"/> Restocking	
<p><i>The customer accepts Hukseflux service procedure and Hukseflux General Conditions of Sale (https://www.hukseflux.com/general-conditions-of-sale-and-purchase) and confirms that materials to be returned are cleaned and decontaminated in compliance with good practices, and are packaged appropriately.</i></p> <p><i>Customer agrees that Hukseflux issues a calibration certificate with content limited as per ISO/IEC 17025-7.8.1.3. Such a certificate contains the calibration result, an uncertainty, a description of the calibration procedure and the traceability.</i></p> <p><i>Customer is aware that restocking is possible only for as-good-as-new products (to be judged by Hukseflux) and subject to a restocking fee.</i></p> <p><i>Customer is aware that repairs not under warranty are subject to a diagnostics fee, even if no repair follows.</i></p> <p><i>Hukseflux takes no responsibility for any damage caused during shipment and handling before receipt of the products. Costs invoiced to Hukseflux by forwarder or customs upon receipt of service shipment will be charged to customer.</i></p>		

RETURNED EQUIPMENT			
Model	Serial number(s)	Reason for return: Repair (include issues) / calibration / restock	For digital sensors: Modbus address / BAUD rate / Parity

RETURNED EQUIPMENT FROM OTHER MANUFACTURERS	
<p>Check our list of permissible sensors (see <i>testing-services calibration capabilities:</i> https://www.hukseflux.com/services-support/pyranometer-calibration) or obtain a go-ahead from Hukseflux.</p>	<p><input type="checkbox"/> my sensor is listed as a permissible sensor. (Fill in product name and serial number above)</p> <p><input type="checkbox"/> I obtained a go-ahead from Hukseflux</p>
<p>If available, send us a copy of the previous calibration certificate and, if this is available, also of the original factory certificate.</p>	<p><input type="checkbox"/> I attached the latest calibration certificate</p> <p><input type="checkbox"/> I attached the original factory calibration certificate</p> <p><input type="checkbox"/> I attached no certificate, and am aware that Hukseflux will then compare to previous calibration results as on instrument label or in instrument memory which may incur additional costs.</p>