

**Subject: Repair and calibration services**

To: Hukseflux customers

## Service procedure

Pages: 1

This document describes the procedure to send materials to Hukseflux for repair and/or recalibration.

<b>SERVICE PROCEDURE</b>	
Determination of requirements	Correspondence between the customer and Hukseflux about the service to be provided
Service request form	Customer sends a <i>service request form</i> to Hukseflux (via e-mail) summarising the situation and requirements. <a href="https://www.hukseflux.com/repair-recalibration">https://www.hukseflux.com/repair-recalibration</a>
Service no. & proforma invoice	Assignment of a service number (SM#) by the service department.  If required by the customer, a preliminary offer (proforma invoice/PI) can be supplied for budgetary purposes.
Shipment of goods	Customer sends goods to Hukseflux under Incoterms DDP (Delivered Duty Paid). Typically this transport falls under customer responsibility to limit Hukseflux liability (see shipping instructions on <i>service request form</i> ).
Receipt of goods	When materials are received at Hukseflux, a general inspection of the returned materials is performed and an acknowledgement of receipt is sent to the customer.
Diagnostics & order confirmation	Examination by Hukseflux. After diagnostics, required actions are determined and a confirmation is sent to the customer. The text of the confirmation contains all applicable requirements for the service.
Decision	When repairs are needed, customer must first give permission to proceed before work will commence.  If the customer decides <u>not</u> to proceed with repairs, a diagnostic fee will still be invoiced.
Service	Repairs and/or calibrations are performed.
Shipment of goods	After service, materials are returned to the customer. (see return shipment conditions on <i>service request form</i> ).
Invoicing	Hukseflux sends an invoice.
Payment	Customer pays according to the payment terms determined in the order confirmation.

<b>GENERAL REQUIREMENTS FOR SERVICE</b>	
1	When requesting service for a product that was not manufactured by Hukseflux, please check our list of permissible sensors or obtain a go-ahead from Hukseflux. (see testing-services calibration capabilities: <a href="https://www.hukseflux.com/services-support/pyranometer-calibration">https://www.hukseflux.com/services-support/pyranometer-calibration</a> )
2	Remove parts that were not included with the original product, like connectors, as much as possible and make sure instruments are dry and clean. (if instruments are not suitable to be handled in received condition, a cleaning fee will be invoiced)
3	When the product is combined with a separate cable, and/or a Hukseflux-supplied control-and-read- out-unit LI19, CRU02, or MCU, please ship these products too.
4	Make sure no liquids or hazardous materials are present in the product or the shipment.
5	When available, please include copies of the latest calibration certificates.
6	Make sure the product is properly packaged (with adequate protections) to prevent damage to the materials. Please contact the service department ahead of shipment if you have any doubts about the packaging.  Make sure the package is clearly marked with your contact info and the SM# number (if available).
7	Ship to:  Hukseflux Thermal Sensors B.V. Service department / SM# number issued by Hukseflux (if available) Delftechpark 31 2628 XJ Delft The Netherlands  Contact telephone: + 31152142669 Contact e-mail: <a href="mailto:service@hukseflux.com">service@hukseflux.com</a>
8	Unless otherwise agreed customers are responsible for shipment to Hukseflux, any cost involved and, if applicable, also for pickup and transport from Hukseflux.

<b>SHIPPING FROM OUTSIDE THE EUROPEAN UNION</b>	
1	When shipping products to Hukseflux from outside the European Union, the shipment must be under Incoterms DDP. Shipment documents should contain the HS code of the instrument (may be found on the original invoice) and the descriptions "item returned to manufacturer for repair; no commercial value" and "value for customs: EUR 15,-".
2	Do not include the purchasing cost of the instrument on shipping documents. This value is not relevant in the transaction of servicing and may lead to higher import duties.