



Rheotherm[®] Customer Return Instructions

Shipping Address:

Intek, Inc.

751 Intek Way

Westerville, OH 43082-9057

- ❑ 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 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 judgment 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.