



[Please email completed RMA Form to service@ohiolumex.com](mailto:service@ohiolumex.com)

All information is necessary to begin service.

Return Material Authorization Form

For instrument calibration, maintenance, and repairs

Date: _____

Serial # _____
 Located on top panel of spectrometer near handle

Customer: _____

PO # _____

Primary Contact:

Name: _____
 Phone: _____
 Email: _____
 Notes: _____

Payment Information

Invoice emailed to primary contact unless specified below

Email invoice to: _____
 Pay with credit card (e-invoice)
 Notes: _____

Return Address

Billing Address

Return Shipping

Return Shipping by 2nd day air unless otherwise specified

Use UPS Account # _____
 Use FedEx Account # _____
 Include Shipping Charges on Invoice
 Requested Return Insurance Value: \$ _____
 Notes: _____

Instrument Model

<input type="checkbox"/> RA-915M	<input type="checkbox"/> 915J
<input type="checkbox"/> RA-915+	<input type="checkbox"/> IRM-915
<input type="checkbox"/> RA-915 Light	<input type="checkbox"/> OLM30B
<input type="checkbox"/> Light 915	<input type="checkbox"/> Other / Unknown
<input type="checkbox"/> RA-915 AMNG	

Software Used

RAPID
 RA915P
 None, Display only

Primary Usage:

Air
 Sorbent Traps
 Other Solids
 Liquids
 Flue Gas
 Natural Gas

Attachments Used With Instrument

<input type="checkbox"/> Air Hose	Ambient Air Analysis
<input type="checkbox"/> M324	Sorbent Trap / Solid Analysis
<input type="checkbox"/> Pyro-915	Solid Analysis
<input type="checkbox"/> RP-91	Liquid Analysis
<input type="checkbox"/> RP-91C	Solid Analysis
<input type="checkbox"/> RP-92	Liquid Analysis

Service Requested (Selection may incur additional costs)

*Standard Calibration & Maintenance Service
 *Repair (Describe in notes below)
 Sorbent Trap Method Certifications - Select one or more from table

* If using attachments, please note applicable settings (i.e. flow rates, calibration ranges, temperatures, profiles, etc.) in space below.

Flow Rate (L/min)	M324 Standard Ranges by Cell Length (ng)	
	Standard (70mm)	Short (18mm)
0.5	5-300	
1.0	5-1,000	
1.5		5-10,000
2.0	5-2,500	
3.8	10-4,000	40-40,000

Please Provide a Detailed Description of Unit Malfunction (if applicable)

(Suggested key notes: lamp, heating, test mode, pump, flow rates, temperatures, and calibration ranges, accuracy, precision, etc.)

Return Material Policy

RMA Form



All material returned to Ohio Lumex must be accompanied by a completed RMA form.

What to Include with Returned Equipment

To allow us to fully evaluate and service returned equipment, Ohio Lumex recommends that all related parts and accessories are included with the instruments. Failure to include all parts may result in delayed or incomplete service.

Shipping

Instruments can generally be returned in their Pelican cases via UPS or FedEx Express. Please ship to the address at the top of this document. To lower the risk of damage during shipping, Ohio Lumex recommends shipping via air with the exception of 915J consoles which should be shipped LTL on a pallet to further reduce risk of damage. Ohio Lumex is not responsible for damage in shipping.

Evaluation & Pricing

Instruments returned for repairs or calibration will undergo an initial evaluation followed by a quote for the recommended services (if any). If the recommended services are declined, the instrument will be returned to the customer along with an invoice for the evaluation/processing fee and shipping charges. Due to the nature of servicing sophisticated instrumentation, certain repairs or component replacements may need to take place before being able to complete the evaluation process. In these situations, the service may be quoted incrementally as the evaluation process progresses.

Contamination

To avoid contamination of Ohio Lumex facilities and to limit employee exposure, customer is responsible for decontaminating all materials including instruments, accessories, and packaging prior to shipment. Ohio Lumex checks materials for mercury contamination upon receipt and will either return contaminated materials or provide a quote to decontaminate or replace affected items. Instruments received over **1000ng/m³** Hg contamination are subject to a preliminary contamination abatement fee of \$1800 which, for ambient air instruments, includes replacement of the sample hose, canvas bag, case foam, and Pelican Case. Instruments received over 2.5 µg/m³ will be returned to the customer for decontamination before service may begin.

State of Contamination (Please select one):

- The returned materials were subjected to hazardous chemicals but have been properly cleaned in compliance with all relevant regulations and are safe to handle without special precautions.
- The returned materials may be contaminated with hazardous chemicals. The material packaging will contain the necessary markings along with safe handling instructions and applicable Safety Data Sheets. These documents will also be emailed to Ohio Lumex and permission will be received prior to shipping the materials.
- The returned materials are not contaminated and are safe to handle without special precautions.

I have read the above policy and returning this material in accordance with these terms.

Authorized Signature

Date

Print Name

Title