



## Request for Return Material Authorization

1. A Return Material Authorization Number will be issued once this Request for Return is completely filled out, signed and submitted to A&J Vacuum Services, Inc..
2. Return shipments shall be made in compliance with local and international regulations.
3. The customer must drain oils, purge all gasses, clean any residues in or on the equipment, package the equipment to prevent shipping damage. For advance exchanges, please use original shipping container.
4. Shipping documents must clearly show the RMA# and return the package to the A&J Vacuum Services, Inc. location listed below.

**A&J Vacuum Services, Inc. 790 Bloomfield Ave, Suite B3 Clifton, NJ 07012 USA**  
**Phone: +1-973-249-0854 Fax: +1-973-249-0855**

### Customer Information

Company name \_\_\_\_\_  
 Contact person: Name: \_\_\_\_\_ Tel.: \_\_\_\_\_  
 Fax: \_\_\_\_\_ Email: \_\_\_\_\_  
 Company address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_ Country: \_\_\_\_\_  
 Shipping method: \_\_\_\_\_ Pre-pay \_\_\_\_\_ Shipping account #: \_\_\_\_\_  
 Payment method: PO#: \_\_\_\_\_ CC: \_\_\_\_\_ TT: \_\_\_\_\_ Other: \_\_\_\_\_  
 USA only: Taxable: \_\_\_\_\_, Non-Taxable: \_\_\_\_\_, If non-taxable, exempt form must be attached.

### Product Information

Make \_\_\_\_\_ Model # \_\_\_\_\_ Serial # \_\_\_\_\_ Part # \_\_\_\_\_

### Reason for return

Advanced exchange \_\_\_\_\_ Paid repair \_\_\_\_\_ Warranty repair \_\_\_\_\_ Loaner return \_\_\_\_\_ Credit return \_\_\_\_\_  
 Evaluation return \_\_\_\_\_ Calibration \_\_\_\_\_ Shipping error \_\_\_\_\_ Test only \_\_\_\_\_ Other \_\_\_\_\_

### Health and Safety Information

A&J Vacuum Services, Inc. will not accept any equipment which contains RADIOACTIVE OR BIOLOGICAL materials. Please call Customer Service to discuss all alternative options.

The equipment listed above:

**HAS NOT** been exposed any toxic or hazardous materials

or

**HAS** been exposed to any toxic or hazardous materials. Please select all that apply.

Toxic,  Corrosive,  Radioactive,  Biological,  Explosive,  Flammable,

List product name, chemical name and symbol \_\_\_\_\_  
 \_\_\_\_\_

Type name: \_\_\_\_\_ Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Note:

If this product is received contaminated with toxic or hazardous materials, that was not disclosed, **the customer will be held responsible** for all cost incurred to ensure the safe handling of the product, and is liable for any harm, injury to A&J Vacuum Services, Inc. employees as well as to any third party occurring as a result of exposure to toxic or hazardous material present in the product.

## *Request for Return Failure Report*

### **Turbo pumps and turbo controllers**

Does not start \_\_\_      Does not spin freely \_\_\_      Does not reach full speed \_\_\_      Noisy \_\_\_  
Vibrations \_\_\_      Over temperature \_\_\_      Air leak \_\_\_      Cooling failure \_\_\_

### **Turbo pump orientation**

Vertical \_\_\_      Horizontal \_\_\_      Upside down \_\_\_

### **Turbo pump controller error message**

\_\_\_\_\_ **N/A** \_\_\_\_\_

### **Primary pumps**

Pump does not start \_\_\_\_\_      Does not reach vacuum \_\_\_\_\_      Pump seized \_\_\_\_\_      Noisy \_\_\_\_\_  
Over temperature \_\_\_\_\_      Other \_\_\_\_\_

### **Leak detectors**

Cannot calibrate \_\_\_\_\_      System unstable \_\_\_\_\_      Failed to start \_\_\_\_\_      Cannot reach test mode \_\_\_\_\_  
Other \_\_\_\_\_

### **Valves and Components**

Main seal leak \_\_\_\_\_      Damaged sealing area \_\_\_\_\_      Damaged flange \_\_\_\_\_      Bellows leak \_\_\_\_\_  
Other \_\_\_\_\_

### **Instruments**

Gauge not working \_\_\_\_\_      Communication failure \_\_\_\_\_      Display failure \_\_\_\_\_  
Other \_\_\_\_\_

### **Failure description**

Please describe to the best of your knowledge the nature of the malfunction to assist us in performing failure analysis

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