

# Service Information Form

**Please send this form together with the instrument(s) to:**

Heinz Walz GmbH  
Eichenring 6  
91090 Effeltrich  
Germany

Phone +49 9133 7765-0  
Fax +49 9133 5395  
Email info@walz.com  
Internet www.walz.com

**To ensure efficient servicing, please pay attention to the guidelines listed below.**

## 1) Before shipping your instrument to WALZ

- a) Make sure that operation and maintenance of the instrument has been performed as described in the instrument's manual. Contact WALZ or a WALZ representative before returning your instrument for service as some problems can be solved through discussion with our support personnel.
- b) Absolutely ensure that all devices are free of toxic, infectious or radioactive substances.
- c) Backup data. If data are stored on instrument memory, please download all data before shipment. WALZ is not responsible for any loss of data.

## 2) Shipping instructions

- a) Contact WALZ or a WALZ representative to find out which system components are indispensable for diagnostics and, thus, should be returned.
- b) Do not remove built-in batteries except the 14.4 V/15 Ah, Li-ion batteries of the GFS-3000 (order number 3025-A) which are classified as dangerous goods. WALZ will not bear shipping costs for the transportation of dangerous goods.
- c) Send your instrument(s) in the original shipping carton/container which provides adequate protection.
- d) We strongly recommend using "door to door" service when shipping your instrument to WALZ (e.g., UPS, FedEx, TNT, ...). Delivery to the customs office will cause substantial extra costs which will be passed on to the sender.

## 3) Shipping

- a) Duty and taxes are covered by WALZ; please instruct your forwarder and mark waybill accordingly.
- b) Transport costs to WALZ must be paid by the customer. In case of guarantee repairs, all further transport costs will be covered by WALZ. In case of non-guarantee repairs, the customer is responsible for all shipping charges.

## 4) Repair costs

- a) Guarantee repairs are free of charge.
- b) In case of non-guarantee repairs, administrative processing and initial error diagnosis will be charged. Labor costs on hourly rates and replacement parts will be invoiced. Labor is defined as the actual working time spent on a device independent of the outcome of the work.

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How would you like us to proceed?

Please send cost estimate for repair and wait for my consent before performing repair.  
Start repair immediately.

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*Please turn over*

Date (MM-DD-YYYY)

**1) Who is sending the equipment?**

Mr. Ms. Dr. Prof.

Last Name

First Name

Company/Institution

Department

Street

Zip code/City

Country

Phone

Email

**2) Return address**

Same as 1)

Mr. Ms. Dr. Prof.

Last Name

First Name

Company/Institution

Department

Street

Zip code/City

Country

Phone

Email

**3) Instructions for shipping of repaired and/or calibrated equipment to the user**

Shipping by UPS or standard mail.

As instructed below

**4) How will the repair be paid?**

\*Manufacturer's Guarantee:  
[https://www.walz.com/support/repair\\_service.html](https://www.walz.com/support/repair_service.html)

Guarantee. **Consult WALZ prior to claiming guarantee!\***

Purchase Order No

**5) Invoice address**

Same as address 1)

Same as address 2)

Mr. Ms. Dr. Prof.

Last Name

First Name

Company/Institution

Department

Street

Zip code/City

Country

Phone

Fax

Email

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**6) List of instruments returned**

Instrument	Serial Number
a	
b	
c	
d	
e	
f	

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Other Items. Please list accessories that are being shipped (e.g. cables ...)

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**7) Service requested**

Recalibration only.

Repair. (Describe malfunction. Report error messages. Add specific comments. List setup details like computer hardware and operating system.)

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# PROFORMA INVOICE

Mandatory for non European Union customers

## Sender

First Name, Last Name, Title \_\_\_\_\_

Company/Institution \_\_\_\_\_

Department \_\_\_\_\_

Street \_\_\_\_\_

Zip code/City \_\_\_\_\_

Country \_\_\_\_\_

## Receiver

Heinz Walz GmbH  
Eichenring 6  
91090 Effeltrich  
GERMANY

## Instrument returned to manufacturer for repair\*

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Description

Serial number \_\_\_\_\_ Customs tariff number \_\_\_\_\_

Present value (and currency) considering age and defects of device. Do not enter original price.

\* Print one proforma invoice per instrument