

# Micro Motion Return Policy

## For Use in the U.S.A.

### With Used Micro Motion Equipment

#### Step 1 Obtaining an RMA number

To obtain any of our return policies, procedures, and forms, contact the Micro Motion Customer Service Department during business hours:

- In the U.S.A., phone **1-800-522-6277** or **1-303-527-5200** between 6:00 a.m. and 5:30 p.m. (Mountain Standard Time), Monday through Friday, except holidays. You can also email us at: **flow.support@emerson.com**.
- In Europe, phone **+31 (0) 318 495 555**, or contact your local sales representative.
- In Asia, phone **(65) 6777-8211**, or contact your local sales representative.

The latest return policies, procedures, and forms are also available from the Micro Motion web site: **www.micromotion.com**. These procedures must be followed for you to meet governmental requirements. They also help us provide a safe working environment for our employees. Failure to follow these requirements will result in your equipment being refused delivery.

***A Return Material Authorization (RMA) number must be obtained prior to returning any equipment to Micro Motion for any reason.***

To obtain an RMA number, contact your Micro Motion representative or local Micro Motion office. Alternatively, you may contact us at any of our service centers. Phone numbers are listed on the previous page.

- No product returns will be accepted without an RMA number.
- Each returned sensor must be issued a separate RMA number. A sensor and its associated transmitter may be shipped in the same package with a single RMA number.

If no sensor is being returned, all transmitters and peripheral devices being returned may be shipped together, in one package, with a single RMA number

#### Step 2 Cleaning and decontamination

All equipment being returned must be thoroughly cleaned and decontaminated of all foreign substances, including all substances used for cleaning the equipment, prior to shipment. This requirement applies to the sensor tubes, sensor case exterior, sensor case interior, electronics, and any part that might have been exposed to process fluids or cleaning substances.

Shipping equipment that has not been decontaminated may cause a violation of U.S. Department of Transportation (DOT) regulations. For your reference, the requirements for packaging and labeling hazardous substances are listed in DOT regulations 49 CFR 172,178, and 179.



If you suspect that the sensor case interior may be contaminated, the case must be completely drained and flushed to remove contaminants.



**Contents of sensor case may be under pressure. Contents of sensor case may be hazardous. Take appropriate measures to avoid the hazards associated with gaining access to a contaminated case interior. Avoid exposure to hazardous materials.**

### **Decontamination/Cleaning Statement**

A blank Decontamination/Cleaning Statement is provided on the final page of this document. You may copy and use this form to return any Micro Motion sensor.

- A Decontamination/Cleaning Statement is required for each sensor being returned.
- Each form must be fully completed and include a signature. If the statement is not completed, the customer may be charged for decontamination and cleaning.

Two (2) copies of each Decontamination/Cleaning Statement must be provided:

- One (1) copy must be attached to the outside of the package.
- One (1) copy must be provided inside the package.
- For a copy of the decontamination/cleaning statement, see [Sensor Decontamination/Cleaning Statement](#)

## **Step 3 Material Safety Data Sheets (MSDS)**

Included with the returned equipment, you must provide a Material Safety Data Sheet (MSDS) for each substance that has come in contact with the equipment being returned, including substances used for decontamination and cleaning.

***An MSDS is required by law to be available to people exposed to specific hazardous substances,*** with one exception: if the equipment has been exposed only to food-grade substances or potable water, or other substances for which an MSDS is not applicable, the Decontamination/Cleaning Statement form alone is acceptable.

Two (2) copies of each MSDS must be provided:

- One (1) copy must be attached to the outside of the package.
- One (1) copy must be provided inside the package.

## **Step 4 Packaging**

### **Shipping a sensor and transmitter or sensor only**

To meet DOT requirements for identifying hazardous substances, ship only one sensor per package. A sensor and its associated transmitter may be shipped in the same package.

### **Shipping a transmitter or peripheral device without a sensor**

If no sensor is being returned, all transmitters and peripheral devices being returned may be shipped together, in one package.

### **Equipment installed on a portable cart, in a protective cabinet or with special wiring and process connections**

Micro Motion is equipped to repair sensors, transmitters and peripheral devices manufactured by Micro Motion only. Our repair department cannot work on equipment installed in a customer-supplied cabinet, on a portable cart as part of a system, or with any wiring or piping attached. Any returned equipment other than Micro Motion sensors, transmitters and peripheral devices will be considered the responsibility of the customer.

## Step 5 Shipping

### Required shipping documents

#### Required shipping documents

The customer must provide a Packing List and carrier shipping documents for each shipment. The shipping documents contain information necessary for the carrier to ship the freight, such as consignee of shipment, payment terms, number of pieces in shipment, weight, etc. When returning equipment the carrier paperwork needs to include the following address:

#### Ship-to Party

Attn: RMA# \_\_\_\_\_  
Micro Motion Inc.  
C/O Veolia Environmental Services  
Sensor Department  
9131 East 96 Avenue  
Henderson CO 80640 USA

#### Document submittal

Submit the following shipping documents inside the shipping container:

- One (1) copy of the Packing List.

Submit the following shipping documents to your Micro Motion customer service representative:

- One (1) copy of the Packing List.
- One (1) copy of the Bill of Lading.

The address is listed as follows:

Micro Motion, Inc.  
Attn: (Your customer service representative)  
7070 Winchester Circle  
Boulder, CO 80301 USA  
RMA# \_\_\_\_\_

#### Shipping charges

The customer is responsible for all shipping charges, ship using prepaid terms.

**Veolia has been instructed to refuse any collect shipments.**

# Sensor Decontamination/Cleaning Statement

**Refer to *Micro Motion Return Policy for Use in the U.S.A. with Used Micro Motion Equipment***

- 1) Return Material Authorization (RMA) Number: \_\_\_\_\_
- 2) Equipment to be returned      Model Number: \_\_\_\_\_      Serial Number: \_\_\_\_\_
- 3) Reason for return \_\_\_\_\_

<b>Process and Decontamination/Cleaning Fluids</b>			
4) List each substance to which the equipment was exposed. Attach additional documents if necessary.			
Common name	CAS# if available	Used for hazardous waste (40 CFR 261)	EPA waste code if used for hazardous waste
		[ ] Yes [ ] No	
		[ ] Yes [ ] No	
		[ ] Yes [ ] No	
		[ ] Yes [ ] No	
		[ ] Yes [ ] No	
		[ ] Yes [ ] No	
5) Please circle any hazards and/or process fluid types that apply:			
<i>Infectious</i>	<i>Radioactive</i>	<i>Explosive</i>	<i>Pyrophoric</i>
<i>Cyanides</i>	<i>Sulfides</i>	<i>Corrosive</i>	<i>Oxidizer</i>
<i>Carcinogen</i>	<i>Peroxide</i>	<i>Reactive – Air</i>	<i>Reactive – Water</i>
<i>Other hazard category (list)</i>			<i>Poison Gas</i>
			<i>Flammable</i>
			<i>Poison</i>
			<i>Reactive-Other (list)</i>
6) Describe decontamination/cleaning process. Include MSDS description for substances used in decontamination and cleaning processes. Attach additional documents if necessary.			

## Shipping Requirements

***Failure to comply with this procedure will result in the shipment being refused***

- 7) Ship only one sensor per box. RMA number must be noted on the shipping package.
- 8) Include inside the package: one copy of this document and all required Material Safety Data Sheets (MSDS).
- 9) Attach to the outside of the package: one copy of this document, and all required Material Safety Data Sheets (MSDS).
- 10) Ship to:

Attn: RMA# \_\_\_\_\_  
 Micro Motion Inc.  
 C/O Veolia Environmental Services  
 Sensor Department  
 9131 East 96 Avenue  
 Henderson CO 80640 USA

**EQUIPMENT HAS BEEN CLEANED AND DECONTAMINATED OF ANY HAZARDOUS SUBSTANCES AND MEETS DOT AND EPA REGULATIONS.**

By: \_\_\_\_\_ (Signature)      \_\_\_\_\_ (Print name)

Title: \_\_\_\_\_      Date: \_\_\_\_\_

Company: \_\_\_\_\_

Phone: \_\_\_\_\_      Fax: \_\_\_\_\_