

INTERNATIONAL RETURN MATERIAL AUTHORIZATION (RMA) INSTRUCTIONS

If your technology will be returned to an address OUTSIDE the United States - please complete International RMA form and email to wwcs.custserv@AP.EmersonProcess.com to be issued an RMA. Once you have received the RMA number, print a hard copy of the form and ship with your equipment. No product will be returned without a completed and approved form. Please note the following:

1. *Bill To/Invoice To* - this is the party that will be responsible for payment of invoice and/or customs duties.
2. *Freight Forwarder* - this is the address where Emerson will return the equipment. If you are NOT using a Freight Forwarder, please enter NONE in the contact field.
3. *Ship To* - If you are using a Freight Forwarder, this is the address where they will return the equipment. If you are NOT using a Freight Forwarder, this is the address where Emerson will return the equipment.
4. *End User* - this is the customer contact information. Forms containing contact information for local Emerson representation will be rejected unless the equipment belongs to the Emerson representative and is noted as such on the form.
5. The **RMA Import Procedure** should be followed when shipping products to the United States. Failure to follow these procedures will cause delays in the processing and return of the equipment.
6. You must provide an email address to receive tracking information related to your return shipment. You may provide up to three (3) addresses.

Trade Compliance questions or issues should be directed to PSGTradeCompliance.Notifications@Emerson.com. Your Commercial Invoice should be made out to Computational Systems, Inc. If you have questions related to a commercial invoice that was provided by Emerson, contact MHM.Shipping@Emerson.com.

If you are returning a CSI 9420 Wireless Vibration Transmitter, the power module must be removed before shipping the unit back to Knoxville. The power module is a primary lithium battery and considered a dangerous good/regulated shipment. **DO NOT SHIP THE POWER MODULE TO KNOXVILLE**. It is the shipper's responsibility to ensure compliance with all transportation regulations. Failure to do so may result in hazardous conditions, loss of life or property, and refusal of receipt by the Knoxville receiving department.

Trade Compliance questions or issues should be directed to PSGTradeCompliance.Notifications@Emerson.com. Your commercial invoice should be made out to Computational Systems, Inc. If you have questions related to a commercial invoice that was provided by Emerson, contact MHM.Shipping@Emerson.com.

Purchase orders or questions regarding submitted orders should be directed to MHM.Orderprocessing@Emerson.com. All purchase orders should be made out to Emerson Process Management LLLP.

RMA Required Information

For US Customers and CSI brand products only

Company _____ Contact _____
Address 1 _____ Phone _____
Address 2 _____ Fax _____
City _____ Email _____
State _____ Zip Code _____ RMA number issued by product support _____

If this equipment requires a purchase order (PO), the following information must be on the PO or it will be rejected.
The PO should be made out to:
Emerson Process Management LLLP
Please note the equipment's serial number or RMA # on the PO.
The correct dollar amount must be shown - \$0 and \$0.01 PO's will be rejected.
Payment terms NET 30
Ship To address - *Note: We will ship to the 'Ship To' address provided on the PO regardless of the return address provided above.
Please note - we cannot ship to a PO (Post Office) box.
Please email your PO to MHM.OrderProcessing@emerson.com or fax it to 865-218-1406

Special return shipping instructions? (Return of this item will be to the address above, or the address on the PO - see note above)
Special return shipping? _____

Please list ALL items being returned for service in the space provided below.

Model Number <u>5200</u>	Serial Number <u>127296</u>	Model Number _____	Serial Number _____
Model Number <u>52DV</u>	Serial Number <u>127171</u>	Model Number _____	Serial Number _____
Model Number _____	Serial Number _____	Model Number _____	Serial Number _____
Model Number _____	Serial Number _____	Model Number _____	Serial Number _____

Please do not forget to list and enclose any and all applicable accessories (accelerometers, cables, chargers, etc.).
Note that 90 day warranty on billable repairs will ONLY cover issues reported on this RMA form.
In the space provided below please describe the problems you are experiencing in as much detail as possible.

Calibration

If this is for an ONLINE PRODUCT (6000 series), please see the following link for special terms and conditions - [CLICK HERE](#)

Please ship equipment shown above to:
RMA Number on outside of the box
Emerson Process Management
835 Innovation Drive
Knoxville, TN 37932

Estimated turn around time (TAT) is quoted at time of issued Service Request and can change anytime without notice. If quoted TAT expires, please email customer support at wwcs.custserv@AP.EmersonProcess.com or call 888-367-3774 for a status update. If this is a billable repair, TAT starts when the PO is approved or the equipment is received, whichever is later. If you need faster turn around, ask about our 72 hour expedite fee.

Please note that failure to complete this form properly may result in delays in servicing your item(s).

!!! IMPORTANT INFORMATION !!!

If returning a CSI 9420, the power module must be removed before shipping back to Knoxville. The power module is a primary lithium battery and considered dangerous goods [regulated shipment]. **DO NOT SHIP A CSI 9420 POWER MODULE TO KNOXVILLE.** It is the shipper's responsibility to ensure compliance with all transportation regulations. Failure to do so may result in hazardous conditions, loss of life or property, and refusal of receipt by Knoxville receiving department. For shipping questions, please email mhm.shipping@emerson.com.

Please print a copy of this completed form and include it in the box with the equipment being returned.

Email the completed form using the "Email Form" button below.

Thank you for placing your trust in Emerson products.

RMA Required Information

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Checklist

1. Have you talked with Technical Support prior to getting a Service Request (SR)? Yes No

If you answered yes above, what is the ticket number?

no

2. What troubleshooting steps were made, if any before sending the equipment in?

Calibration

3. When does this issue occur?

Calibration

4. What hardware or software is effected?

None

5. What type of environment is the equipment in when the issue occurs? Hot, cold, office environment, humid?

Office

6. Were there any activities that led to the reported problem? If so please explain.

No problems

7. Did the issue start after a new install or upgrade? If so, what install or upgrade was performed?

none

8. Is there any additional information that you can give that could help us during the repair?

Nothing

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Thank you for placing your trust in Emerson products.