



RMA Required Information

For US Customers and CSI or AMS brand products only



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@Emerson.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).

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 _____	Serial Number _____	Model Number _____	Serial Number _____
Model Number _____	Serial Number _____	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.

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

!!! IMPORTANT INFORMATION !!!

If returning an AMS 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 AN AMS 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 PSGTradeCompliance.Notification@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.



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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?

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

3. When does this issue occur?

4. What hardware or software is effected?

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

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

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

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

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