



**Quartzdyne, Inc.**  
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**Return Instructions and Failure Report for  
Quartzdyne Products.**

July 2017

## Repair Instructions

Please return only the Quartzdyne transducer. We will not be responsible for any non-Quartzdyne equipment returned with our transducers. Our technicians are not trained to disassemble customer tools, and we ask that you do not expose our personnel to potentially hazardous conditions or materials (i.e. lithium batteries). Quartzdyne transducers are very rugged; minimal packaging is required for shipping transducers to our factory for repair.

You are responsible for all expenses incurred when returning transducers. We pay return-to-customer shipping costs only on warranty-repaired units. It is your responsibility to insure the goods. Although we do not require an RMA number, please notify us of the pending return.

When returning products from inside the USA, we prefer that you use FedEx or UPS. If products are being returned from outside the USA, our preferred carrier is FedEx. In either case, please mark the invoice and the Airway Bill with the following information:

- **Description:** "US goods returning to country of origin for repair"
- **Country of Origin:** USA
- **Duties and Taxes:** Bill Sender
- **Shipping Costs:** Bill Sender
- **ATTN:** Repairs Quartzdyne, Inc.  
4334 West Links Drive  
Salt Lake City, UT 84120  
USA

Marking the package correctly is the best way to avoid unnecessary duties/taxes. We will bill your company for any unnecessary charges incurred.

The unit must exit your country through your local Customs. Failure to do so can cause problems with your countries customs when the unit is returned to you. We will assign the repair charge as the value for the return shipment.

Carriers like FedEx, and UPS will deliver your package sent through U.S. Customs to our door with few problems. If you ship through a freight company, you could be charged \$100 per package for the time it takes to pick up the package and clear it through US Customs.

## Product Failure Details

Quartzdyne will deliver a returned transducer summary report to the email below once a unit has been evaluated. To help us ensure that we address the problems with your transducer, and return the unit to you as quickly as possible please provide the following:

Company Name:		Contact Person:	
Telephone #:		Email:	
Customer Part #:		Serial Number/s:	
Customer Ref. #:		Defect Code Text:	

Please provide a description of the problem:

Where did the problem occur?

**Incoming Inspection**   
  **In-Process**   
  **Field**   
  **Run-in-Hole**   
  **Other**

Pressure and temperature conditions present when the failure occurred:

**psi**                     
  **°C / °F**

Approximately how many days was the unit at this temperature?

**days**

What is the power supply voltage in the tool?

**±**  **Volts**

Have you verified the failure in your lab?

**Yes / No**

If needed, do you authorize Quartzdyne to remove any welded tubes, or subassemblies from the transducer?

**Yes / No**

Should we wait for approval before beginning the repair? (This may cause additional delays)

**Yes / No**

Do you want to upgrade this unit to our ASIC Hybrid 3-5v with automatic gain control to increase the life of the crystals?

**Yes / No**

Have you provided your Ship to, and Bill to addresses to Quartzdyne?

**Yes / No**

Other observations:

**Please attach all additional information related to this return, such as but not limited to, test results, graphs/charts, inspection results, screen-shots, etc.**