

RMA Request Form

Crane Electronics Inc
The force in torque management

Please call or email serviceusa@crane-electronics.com to be assigned an RMA number prior to sending items in.

RMA #: _____

Date: _____

Contact Information

Name: _____

Phone: _____

Email: _____

Bill to Name and Address

Ship to

Same as billing

Payment Information

PO Number: _____

Credit Card** Wire Transfer**

****Note:** Please do not list credit card or bank information on this form. Crane Electronics, Inc. will contact you for any necessary information.

Return Shipping Information

UPS

FedEx

DHL

Ground

Acct #: _____ or Add to invoice

Order Information (See RMA Guide page for detailed descriptions)

Total Number of Items: _____

Expedited Service: Yes No

Reason for Return:

- Calibration
- Repair
- Warranty

Calibration Requirements:

As Left Data Only* _____

Initial

*ISO/IEC 17025:2005 (E) requires as found and as left data. By checking this box, you approve and acknowledge non-compliance of ISO/IEC 17025:2005 (E) procedures. MUST be initialed to be considered valid!

- Transducer Angle Calibration
- Counter-Clockwise Calibration
- System Calibration

Calibration Interval:

- 6 Month
- 12 Month (Standard)
- 18 Month
- _____

Standard torque calibrations include as found and as left data (as left data only provided if the device is adjusted or repaired, unless instructed otherwise), per ISO/IEC 17025:2005 (E) 5.10.4.3 requirements, performed in a clockwise direction (wrenches and transducers) using manufacturer's specified calibration tolerances. If you have additional requirements or instructions, please note them here.

Special Instructions:

Please print this form and place it in the box with the items sent.

Typically, orders will be assessed and quoted within 5 business days after receipt. Call for current order lead times.

Please avoid sending accessories with items unless required for repair (ie: Send in charging cable if charging issues are reported).

Items not repaired or serviced are subject to an evaluation fee.

Signature: _____

Date: _____

Crane Electronics, Inc.

1260 11th Street West

Milan, IL 61264

Tel 309-787-1263

Fax 309-787-2099

serviceusa@crane-electronics.com



www.crane-electronics.com

RMA #: _____

Date: _____

Item Information (see RMA Guide page for detailed descriptions)

Item #: _____ Model #: _____ Serial #: _____

Detailed Explanation of Return:

Item #: _____ Model #: _____ Serial #: _____

Detailed Explanation of Return:

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Detailed Explanation of Return:

RMA Request Guide

Our products are used in a wide variety of applications and require us to be flexible in offering options with our repair and calibration services, even offering custom tailored services. Due to this flexible demand, we have developed an RMA system aimed at improving the accuracy, efficiency, and overall customer satisfaction of our services. This RMA Request Guide aims to answer any questions you may have while completing our RMA Request form. If you have any additional questions, please call +1 (309) 787-1263 or email serviceusa@crane-electronics.com

Order Information: Use this section to provide details of your order. This information is crucial to ensuring your order is completed efficiently and correctly.

Expedited Service: Crane Electronics, Inc. offers expediting services. Expediting times may vary based on current work loads, order size, and part availability. Typically, items will be inspected and quoted within 48 hours of receipt. For estimates on current expediting times, please call +1 (309) 787-1263 or email serviceusa@crane-electronics.com with details of your order.

Calibration Requirements: Standard torque calibrations performed in our lab include As found (where possible) and As left data, per ISO/IEC 17025:2005(E) 5.10.4.3 requirements. They are performed in a clockwise (right-hand) direction (wrenches and transducers) and adjustments are made using manufacturer's specified calibration tolerances. Performed using Crane Electronics, Inc. certified test and calibration equipment.

Calibration Interval: Please select the interval you require between calibrations. Crane Electronics, Inc. recommends a maximum interval of 12 months.

Counter-Clockwise Calibration: Standard calibrations are performed in the clockwise (right-hand) direction. If you also require counter-clockwise calibration, please indicate in this section.

System Calibration: Standard calibrations are performed using Crane Electronics, Inc. certified test and calibration equipment. Alternatively, we offer system calibrations which instead utilize customer readouts or indicators to make calibration adjustments, tolerance determinations, and record readings.

As left Data Only: Check this box if you require As left data only. Please be aware that standard ISO 17025:2005 (E) procedures (5.10.4.3) state that As found and As left data is required, if repairs or adjustments are made.

Rotary Transducer Angle Calibration (non ISO Certified): Many of our products offer angle measurements in addition to torque measurements. If you would like an Angle Calibration, please indicate here. Note that our Angle Calibration services are currently non ISO certified.

Special Instructions: If you have any special requirements or do not see something listed on this form please note them in this section, or contact us ahead of time.

Item Information: Please fill out an Item Information section for each item being sent in. If you are sending more than 10 items, please print the Item Information page as many times as necessary.

Item #: A number used to reference an item. Typically listed as a consecutive numerical sequence (1, 2, 3, 4...).

Model #: List the Crane Model Number found on the device.

Serial #: List the Crane Serial Number found on the device. Typically this is engraved into a tag.

Detailed Explanation of Return: Please use this section to list any details about the return. Problems, errors, damage, etc...