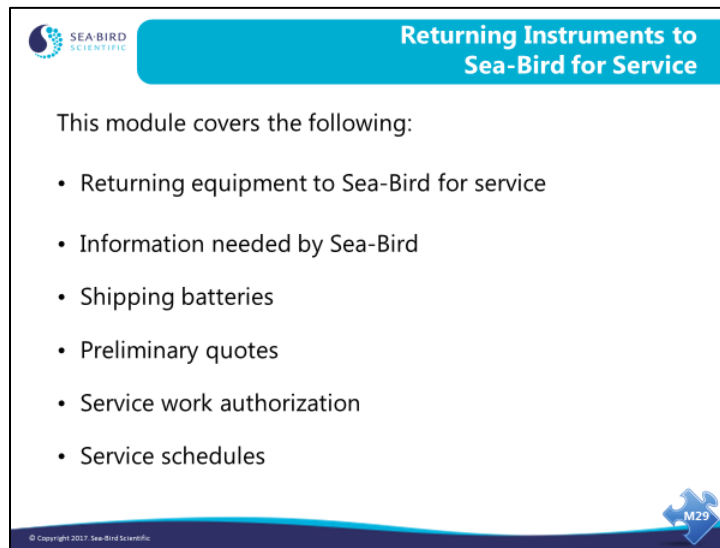





Returning Instruments to
Sea-Bird for Service
Sea-Bird Scientific University Module 29




Overview




 **Returning Instruments to Sea-Bird for Service**

This module covers the following:

- Returning equipment to Sea-Bird for service
- Information needed by Sea-Bird
- Shipping batteries
- Preliminary quotes
- Service work authorization
- Service schedules

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Sea-Bird Contact Information



Returning Instruments for Service

- Obtain an RMA Number, which will become Job Number associated with instrument(s) while at Sea-Bird
 - Use our Online RMA Request Form
- In shipment, include a copy of **RMA # with bar code** and **Bill of Lading** generated by Online RMA Request Form

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Use the Online RMA and Service Request Form on our website (www.seabird.com/online-rma-service-request-form) to generate an RMA number and transmit the Service Request Form to us.

In the shipment, include a copy of either:

- the generated document (click Print on the last screen of the online form), or
- the email confirmation that you receive


Information Needed by Sea-Bird



Returning Instruments for Service

- We need to know complete serial number of all instruments or CTDs you are returning, as well as serial numbers of any auxiliary sensors
- Indicate what services are required on each instrument you are returning
- We also need all of above information if you are requesting a Preliminary Quote for service


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The complete serial number is very important, as it allows us to quickly access the records from the original instrument purchase as well as the instrument's service history.

Please be as specific as possible about the services you want Sea-Bird to perform. Lack of information can delay the start of services.


Information Needed by Sea-Bird (*continued*)



Returning Instruments for Service

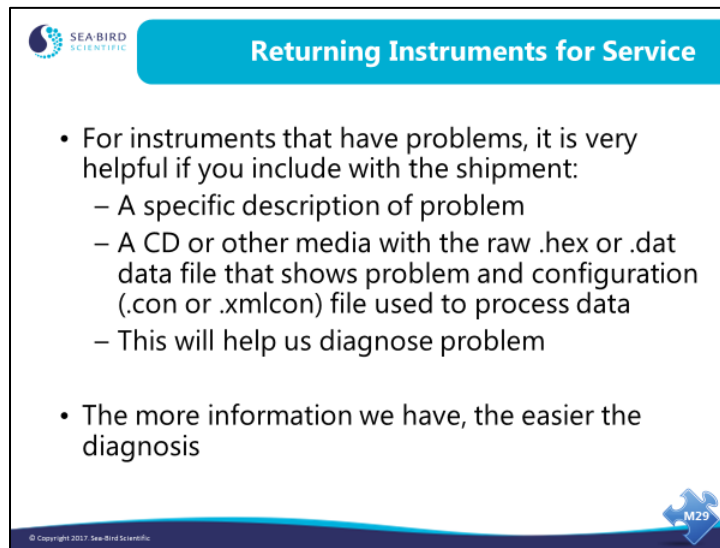
- Include a complete Return Shipping address as well as a complete Billing address
- Also include a *Point of Contact* for returned equipment

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When the instrument arrives at Sea-Bird, we will notify the *Point of Contact*.

Information Needed by Sea-Bird to Diagnose Problems



The slide features the Sea-Bird Scientific logo in the top left corner. The title 'Returning Instruments for Service' is displayed in a blue header bar. The main content consists of two bullet points. The first bullet point lists three sub-points: a specific description of the problem, a CD or other media with raw data files (.hex or .dat) and configuration files (.con or .xmlcon), and a note that this information will help with diagnosis. The second bullet point states that more information makes diagnosis easier. A small blue puzzle piece icon with 'M29' is located in the bottom right corner, and a copyright notice is in the bottom left corner.


Returning Instruments for Service

- For instruments that have problems, it is very helpful if you include with the shipment:
 - A specific description of problem
 - A CD or other media with the raw .hex or .dat data file that shows problem and configuration (.con or .xmlcon) file used to process data
 - This will help us diagnose problem
- The more information we have, the easier the diagnosis

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Provide any additional information that you believe may be useful.


Battery Shipping Regulations



Important Information about Batteries

- Due to DOT, IATA, and ICAO regulations:
 - Lithium batteries **cannot** be legally shipped installed in SBE 37 MicroCATs or SBE 44s
 - D-Cell Lithium and NiMH packs **cannot** be shipped installed in other instruments
 - Verify that these batteries are removed prior to shipment
- See Battery Shipping Guidelines on our website and in your instrument manual




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For lithium batteries, see information in your instrument's user manual.

For NiMH batteries, see www.seabird.com/shipping-batteries.

Service Scheduling

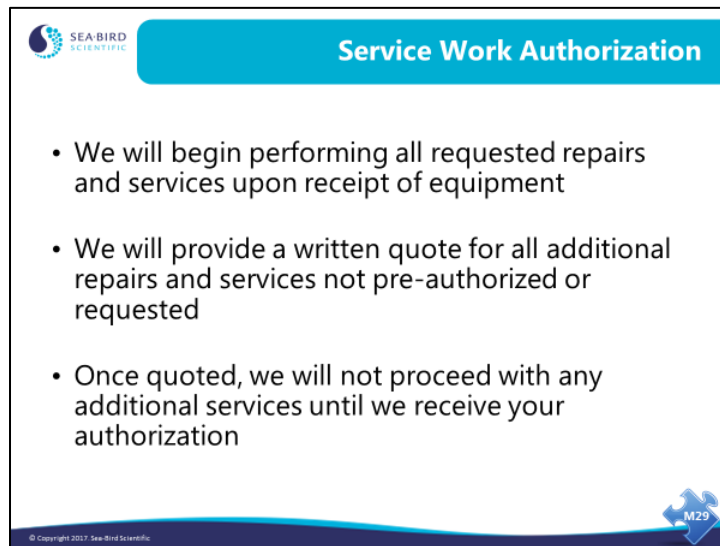


RMA and Preliminary Quotes

- Use online RMA Request Form to get RMA number immediately
- If requesting a **preliminary** quote for service, you should receive quote within 24 hours (except weekends)
 - More complicated quotes that include repairs or system upgrades may take up to 72 hours

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Service Work Authorization

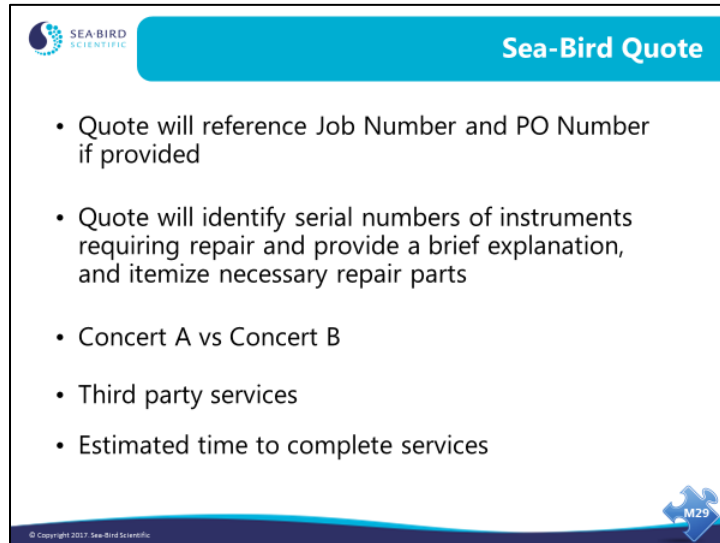


The slide features the Sea-Bird Scientific logo in the top left corner. A blue header bar at the top right contains the text "Service Work Authorization". The main content area lists three bullet points. In the bottom right corner, there is a blue diamond icon with the text "M29" inside. The bottom left corner contains the copyright notice "© Copyright 2017 Sea-Bird Scientific".

- We will begin performing all requested repairs and services upon receipt of equipment
- We will provide a written quote for all additional repairs and services not pre-authorized or requested
- Once quoted, we will not proceed with any additional services until we receive your authorization

Written authorization is preferred (e-mail or fax), but we will proceed with verbal authorization.

Service Work Quotes



The slide is titled "Sea-Bird Quote" and features the Sea-Bird Scientific logo in the top left corner. It contains a bulleted list of requirements for service quotes. In the bottom right corner, there is a blue arrow icon pointing to the right with the text "M29" below it. The footer of the slide reads "© Copyright 2017 Sea-Bird Scientific".

- Quote will reference Job Number and PO Number if provided
- Quote will identify serial numbers of instruments requiring repair and provide a brief explanation, and itemize necessary repair parts
- Concert A vs Concert B
- Third party services
- Estimated time to complete services

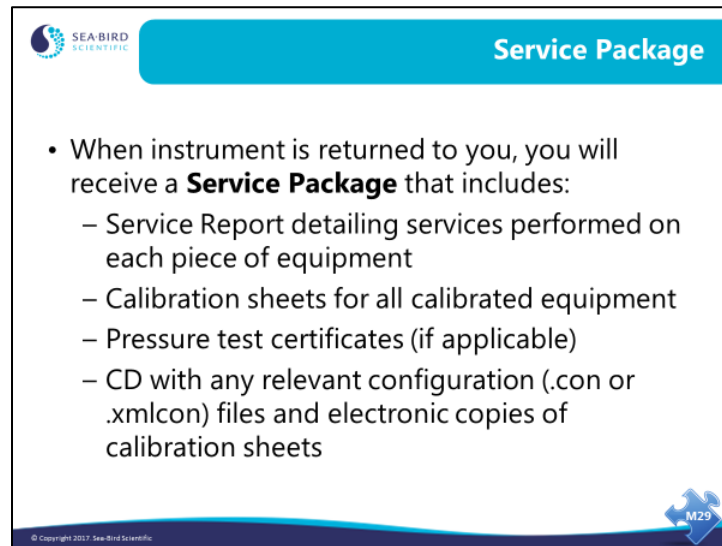
Concert is Sea-Bird shorthand for **Confirm** and **recertify**. In the price list, there are separate listings for ConcertA and ConcertB for many instruments. For example, looking at Concert9A and Concert9B for the SBE *9plus*:

- Concert9A complete **external** inspection, testing of all functions and input channel responses, replacement of anodes if necessary, and a cross-check of the pressure sensor.
- Concert9B everything in ConcertA **plus** opening the housing, replacing end cap piston o-rings, making minor internal repairs / modifications, and performing a hydrostatic pressure test and water bath check following closure of the housing.

Sea-Bird does not recalibrate or repair other manufacturers' sensors that have been integrated with Sea-Bird equipment. If you send a third party sensor to Sea-Bird for recalibration / repair, we will send it to the manufacturer, resulting in additional shipping (and possibly customs) expenses for you. However, note that apparent malfunction of an auxiliary sensor can be caused by many things, including incorrect configuration (.con) file, incorrect instrument setup, incorrect or leaky cables, poor mounting scheme, etc.:

- If you are not certain that an auxiliary sensor needs to be repaired, Sea-Bird can help you troubleshoot the system by phone or email at no charge.
- Alternatively, if you ship us the entire system, we can troubleshoot at the factory for our standard charges. If we determine that the auxiliary sensor needs to be repaired, we will coordinate with you on shipment of the sensor to the manufacturer.

Service Package

A presentation slide titled "Service Package" from Sea-Bird Scientific. The slide lists the components of a service package received when an instrument is returned. The slide includes the Sea-Bird Scientific logo in the top left, a blue header bar with the title "Service Package", and a blue footer bar with a circular arrow icon and the text "M29".

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Service Package

- When instrument is returned to you, you will receive a **Service Package** that includes:
 - Service Report detailing services performed on each piece of equipment
 - Calibration sheets for all calibrated equipment
 - Pressure test certificates (if applicable)
 - CD with any relevant configuration (.con or .xmlcon) files and electronic copies of calibration sheets

M29

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Hard copies are provided in a manila envelope returned with the instrument.

If you need the service documentation to be shipped separately to a different address, please let us know and we can make the necessary arrangements.

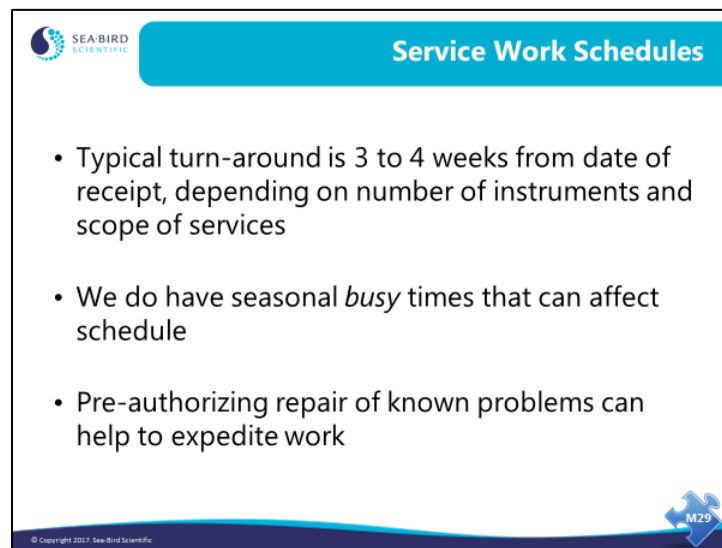
Service Package Disc



The service package CD includes a service report, calibration documents, configuration documents, and configuration files (.con or .xmlcon). It also includes the latest versions of our software.

An offline version of our website is provided on a separate CD.

Service Scheduling



The slide features the Sea-Bird Scientific logo in the top left corner. A blue header bar at the top right contains the text "Service Work Schedules". The main content area lists three bullet points. In the bottom right corner, there is a blue circular icon with a white arrow and the text "M29". At the bottom left, there is a small copyright notice: "© Copyright 2017 Sea-Bird Scientific".

- Typical turn-around is 3 to 4 weeks from date of receipt, depending on number of instruments and scope of services
- We do have seasonal *busy* times that can affect schedule
- Pre-authorizing repair of known problems can help to expedite work

The 3- to 4-week typical turn-around time does not include shipping time.

Christmas and New Years are our busiest time for calibration and repair. During these seasons, turn-around time may be up to 4-6 weeks, depending on the size and scope of the job.

This typical turnaround time also does not apply to recalibrating / repairing auxiliary sensors produced by other manufacturers.

