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

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
Sea-Bird Contact Information

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

- 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

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)

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

When the instrument arrives at Sea-Bird, we will notify the Point of Contact.
Information Needed by Sea-Bird to Diagnose Problems

- 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

Provide any additional information that you believe may be useful.
Battery Shipping Regulations

• 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

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

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

- 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
Service Work Authorization

- 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

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

- 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 .xml) files and electronic copies of calibration sheets

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

- 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.