

Repair Tracking Report (RTR) and Troubleshooting Guide

Date: _____ **Return PO #:** _____

Distributor/Company Name: _____

Contact Name: _____

Phone Number: _____

E-Mail Address: _____

End User Company Name/Location: _____

RMA Number: _____

Calibration or Restock - If you are returning a product for calibration or to be restocked, you only need to fill in the information above and the table below.

Repairs or Failure Analysis - For repairs, please provide feedback to the questions on the following pages. Your answers will aid us in the sensors evaluation, reduce further communication, and expedite turn around. Should you have questions on how to answer any of the following, please contact PCB for assistance. List the product information for each model being evaluated.

Shipping Information – Shipping information is on the last page of this report.

Qty	Model Number	Serial Number	Original PO Number	Original PCB Order Number	Warranty (Yes/No)	Recalibration, Restock, Repair or FA

1. Problem Description – Describe the problem in as much detail as possible. Provide sample data if available. Any information you provide will be very helpful in determining the probable cause of the failure.

2. **Application** – Describe your application in as much detail as possible.

3. **Have you tried a different cable and/or sensor to verify operation of the suspect sensor and/or cable? (explain)**

4. Environment

Would you provide feedback regarding the installation environment, considering the following: Frequency of operation, humidity, cleanliness of the environment, temperature (surface, ambient, steady state or fluctuating). If in liquid or humid environment, please explain.

5. Signal Conditioning –

Please identify the ICP sensor signal conditioner or charge amplifier incorporated in the test

- a. If a battery unit, is it supplying at least 18 VDC?
- b. If a PCB supply, is the sensor meter or LEDES reading in the
Red Green Yellow (check one)
- c. If not a PCB signal conditioner, please advise. Is it supplying 18-24 VDC at 2-20mA CC?

6. Sensor Mounting

- a. For Vibration sensors, how is the sensor mounted?
Stud Magnet Epoxy/Glue Other

- b. For Force Sensors

Are the mounting surfaces smooth and parallel per the sensor's installation drawing? Yes No

Is the sensor being edge loaded or impacted along the edge?
No Yes Explain:

7. PCB Districutors/PCB Field Application Engineer – Have you verified or duplicated the customer's problem? Yes No

Name: _____

Comments:

International Shipping Instructions

Send International Repairs and/or Returns to:

PCB Piezotronics, Inc.

Attn: RMA# _____

3425 Walden Avenue

Depew, NY 14043

716-684-0001

Warranty Repairs can be sent to PCB USA:

1) Via **UPS** international account number 54194W.

2) Via **Federal Express** international account number 014202498.

3) Other: PCB Europe UPS Account

**PCB shipping account numbers are to be used only for warranty repairs or with prior authorization from PCB.

Goods under warranty are returned to you at no charge.

PCB will assign a declared value for customers for products repaired at no-charge if a value is not provided.

Declared value for customs: \$ USD

Return of recalibrated goods will be returned under classification 9801.10

Please send the repair or replacement sensor back via:

1) Next Consolidation

2) Other:

Additional Notes:

1) E-Mail this form to PCB USA and wait to receive the RMA # **BEFORE** sending any repair back to PCB.

2) Include a copy of this form with your shipment when sending product back.

Send