

Instrument Return – Safety Sheet

Please enclose with instrument when returning to VEGA Controls Limited.

Name: Job Title: Date:

Main Address:

Shipping Address: (If different from main address)

Company:

Street:

City:

Postcode:

Telephone:

Fax:

Email:

Billing Address: (If different from main address)

Your Order Number:

Reason for Return:

- Repair
- Modification
- Permanent return
- Other:

Warranty Claim: Yes No

Instrument Description

Instrument Type: Serial Number:

Fault Description:

IMPORTANT MANDATORY INFORMATION:

Has the instrument been installed in the process? No Yes

If yes:- please state the medium which the instrument came into contact and short description of properties

Medium:

Medium properties: Liquid Bulk Solids Gas

Dangerous medium: No Yes, safety data sheet enclosed

Was the sensor cleaned / decontaminated? No Yes

Cleaning Agent:

Ambient Conditions:

Description of operating conditions:

Medium Temperature: Pressure: Cleaning Process:



IMPORTANT INFORMATION

Return of VEGAFLEX Instruments with Sensing Rod for Repair

This document outlines the requirements from VEGA to our customers with regard to the shipment of VEGAFLEX level transmitters back to our Service Department for repair.

1. Models VEGAFLEX 61, 62, 66, 67, 81, 82, 86 with removable rods (not coaxial version).

Rods are removable. Please unscrew the rod and ship back loose complete with lock washers, alongside the instrument housing and process connection. Refer to the operating instructions manual - section 'Diagnostics and Servicing' for details about removal. Removing the rod will avoid damage occurring to the encoupling connection (part between rod and housing) due to original packing being unavailable or movement in transit.

Important: If it is ***not*** possible to remove the rod without using excessive force, please consult our service department for advice. Tel: 01444 250866 or email service.uk@vega.com.

Once the instrument has been repaired it will be returned without the rod assembled. Please refer to the Operating Instructions Manual section 'Diagnostics and Servicing' for details about refitting. This includes important information regarding the required torque rating in order to maintain maximum tensile strength. **Important – do not overtighten! Please ensure the lock washers supplied are fitted in accordance with the Operating Instructions.**

If the original operating instructions have been mislaid, an electronic copy can be downloaded from our website www.vega.com/en/home_uk/Downloads. Or alternatively, please contact our service department who will be happy to send you an electronic copy by email.

2. Models VEGAFLEX 63, 83 (insulated rod) and coaxial versions.

Rods are not removable. Please do not attempt removal! The instrument will need to be packed inside a closed lid wooden box with internal bracing at equal distances along the rod to support it and to prevent the instrument from moving in transit. Ensure the rod is horizontal to the housing and process connection and that the encoupling is not placed under load or stress. Ensure minimum space of 30mm between housing and end of crate and pack cushioning material between this space. Repeat for area between rod and other end of crate. Place protective material around plastic coated rods and connections to prevent abrasion.

If you wish to discuss the packing requirement in greater detail, please contact our service department for advice. Tel 01444 250866 or email service.uk@vega.com.