

Module 18

Returning Instruments to Sea-Bird for Service


Overview



Returning Instruments to Sea-Bird for Service

- Returning equipment to SBE for service
- Shipping batteries
- Preliminary quotes
- Service work authorization
- Service schedules

Sea-Bird Contact Information



Returning Instruments for Service

- Obtain an RMA Number, which will become the Job Number associated with the instrument(s) while at Sea-Bird. To get an RMA number:
 - Contact our service department (service@seabird.com), or
 - Use our on-line RMA Request Form
- In the shipment, include a completed **Sea-Bird Service Request Form** or a letter regarding the instruments you are returning.

Service Request Forms are available on our website. There are two options:

- Contact the Service department (service@seabird.com or 425-643-9866) for an RMA number, and then fill out a Service Request Form (www.seabird.com/customer_support/Servreq.htm) to include with the shipment.
- Use the on-line RMA and Service Request Form (<https://www.seabird.com/service/rma/rma.aspx>) to generate an RMA number and transmit the Service Request Form to us. Include a copy of the Service Request Form with the shipment.

Information Needed by Sea-Bird



Returning Instruments for Service

- We need to know the 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 the 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



Returning Instruments for Service

- Include a complete Return Shipping address as well as a complete Billing address with the letter or Service Request Form.
- Also include a *Point of Contact* for the returned equipment.

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

Information Needed by Sea-Bird to Diagnose Problems




Returning Instruments for Service

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

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 the Battery Shipping Guidelines on our website.

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

For NiMH batteries, see http://www.seabird.com/customer_support/NimhBatteries.htm.

Service Scheduling



RMA's and Preliminary Quotes

- If requesting an RMA number by email or a message left on our phone, you should receive the RMA number within 24 hours (except weekends)
 - Use the on-line RMA Request Form to get RMA number immediately
- If requesting a *preliminary* quote for service, you should receive the quote with the RMA number within 24 hours (except weekends)
 - More complicated quotes that include repairs or system upgrades may take up to 72 hours

Service Work Authorization



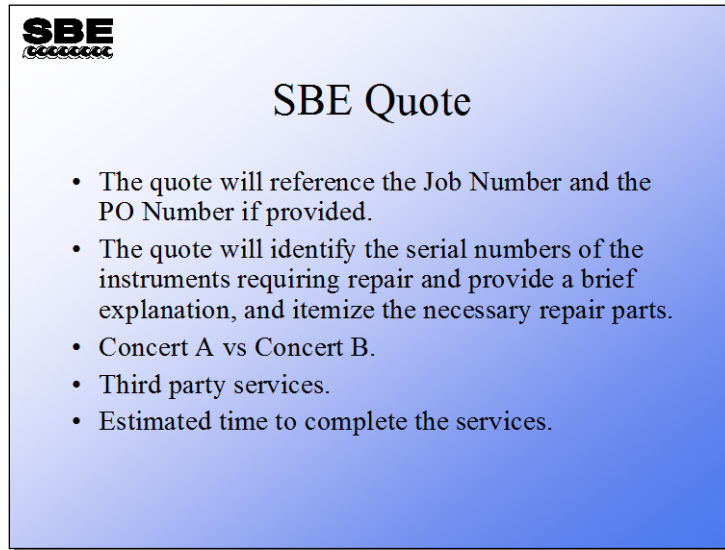
SBE
Sea-Bird Electronics

Service Work Authorization

- We will begin performing all requested repairs and services upon receipt of the 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 have received your authorization.

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

Service Work Quotes

A blue rectangular box with a black border. In the top left corner is the SBE logo, which consists of the letters 'SBE' in a bold, sans-serif font above a stylized wave graphic. In the center of the box, the text 'SBE Quote' is written in a large, black, serif font. Below this title is a bulleted list of five items, each starting with a black dot. The list describes the requirements for an SBE quote, including references to job and PO numbers, identification of instruments and parts, comparison of service levels (Concert A vs B), third-party services, and estimated completion time.

SBE
Quote

- The quote will reference the Job Number and the PO Number if provided.
- The quote will identify the serial numbers of the instruments requiring repair and provide a brief explanation, and itemize the necessary repair parts.
- Concert A vs Concert B.
- Third party services.
- Estimated time to complete the 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 blue rectangular graphic with a white border. In the top left corner is the SBE logo, which consists of the letters 'SBE' in a bold, sans-serif font above a series of horizontal lines. To the right of the logo, the title 'Service Package' is centered in a serif font. Below the title is a bulleted list of items included in the service package.

SBE
Service Package

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



Service Work Schedules

- 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 the schedule.
- Pre-authorizing the repair of known problems can help to expedite the work.

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

Christmas and New Year's 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.

