

Return of defective parts

Although we exercise great care during the production of our products, it may be necessary to return a unit or accessory to the manufacturer.

In order to ensure the quick and economical processing of returns of freeze-dryers, rotational vacuum concentrators, spare parts, or accessories, we require complete and extensive information concerning the process. Please fill in the following forms completely, sign them, enclose them with the return package, and send them together with the product to:

Martin Christ Gefriertrocknungsanlagen GmbH
An der Unteren Söse 50
37520 Osterode (Germany)

1. Declaration of decontamination

As a certified company and due to the legal regulations for the protection of our employees and of the environment, we are obliged to certify the harmlessness of all incoming goods. For this purpose, we require a declaration of decontamination.

- The form must be filled in completely and signed by authorised and specialised personnel only.
- Affix the original form in a clearly visible manner to the outside of the packaging.



NOTE

We will return the unit if no declaration of decontamination is provided!

2. Form for the return of defective parts

This form is for the product-related data. They facilitate the assignment, and they enable the quick processing of the return. If several parts are returned together in one packaging, please enclose a separate problem description for every defective part.

- A detailed problem description is necessary in order to perform the repair quickly and economically.
- Upon request, we will prepare and submit to you a cost estimate prior to performing the repair. Please confirm such cost estimate within 14 days. If the cost estimate has still not been confirmed after 4 weeks, we will return the unit. Please note that you must bear the incurred costs.



NOTE

The unit must be packaged in a transport-safe manner. Please use the original packaging, if at all possible.
If the product is dispatched to us in unsuitable packaging, you will be charged the cost for returning it to you in new packaging.

The forms can be downloaded online from
www.martinchrist.de → [Service] → [Overhaul and repair].

This declaration must be filled in and signed by authorised and specialised personnel only.

Please complete in block letters! Fields marked with * are required.

Customer order no.			Date	
*Type of unit	*Serial no.	*Year	Nominal voltage	V
*Accessories				
* Error description or other information				

***General characteristics of the substances**

<input type="checkbox"/> caustic	<input type="checkbox"/> toxic	<input type="checkbox"/> corrosive	<input type="checkbox"/> other (harmful to health; irritant; oxidizing etc.)
<input type="checkbox"/> explosive	<input type="checkbox"/> biologically hazardous	<input type="checkbox"/> radioactive	<input type="checkbox"/> harmless to health

In combination with which substances can hazardous mixtures develop?
Trade name/chemical formula:

*Have the components been cleaned before shipment?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
*Is the equipment properly decontaminated and not harmful to human health?	<input type="checkbox"/> YES	<input type="checkbox"/> NO

*** If not, with which substances has the equipment come into contact?**
Trade name/chemical formula:
Remarks (e.g. to handle with gloves only):

Legally binding declaration
We hereby declare that the information provided in this declaration is correct and complete and that I, the undersigned, am able to properly judge this. We know that we are liable for damage resulting from incomplete or incorrect information vis-à-vis the contractor and we commit ourselves to indemnify the contractor from any damage claims by third parties. We know that - regardless of this declaration - we are directly liable vis-à-vis third parties and in particular vis-à-vis the personnel of the contractor that is assigned to the handling and repair of the equipment.

*Company/Institute	
*Name	
*Position of responsible person	
*Street	
*Postcode, city	
*E-mail	
*Phone	Fax
*Date	Stamp
*Signature	

Return of a unit or accessory to Martin Christ Gefriertrocknungsanlagen GmbH

Please complete in block letters! Fields marked with * are required.

We require a detailed problem description in order to perform the repair quickly and economically.

Please enclose a separate problem description for every unit or accessory!

***Unit type:**

***Serial no.:**

***Year:**

***Accessory** (name, order no., batch number, etc.)

***Problem description:**

Standard settings during the operation of the unit (if known):

Please send us a cost estimate against charge.

Upon request, we will prepare and submit to you a cost estimate prior to performing the repair. Please confirm such cost estimate within 14 days. If the cost estimate has still not been confirmed after 4 weeks, we will return the unit. Please note that you must bear the incurred costs.

Company/Institute

Name

***Date**

***Signature**