



Thermon South Africa (Pty) Ltd.

JHB: 7 Vuurslag Avenue, Spartan Ext 7.  
Kempton Park, Johannesburg, 1619  
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CT: 47 Flamingo Crescent,  
Lansdowne, Cape Town, 7780  
T: 021 762 8995 F: 021 762 8996

Customer Request for Items to be  
Calibrated/ Repaired/ Modified

**Client Information**

<b>Company Name:</b>			
<b>Address:</b>			
<b>VAT Number:</b>		<b>Post Code:</b>	
<b>Contact Person:</b>		<b>Work Phone:</b>	
<b>Email:</b>		<b>Order No.:</b>	

**Calibration/ Repair Product Details**

**ITEM 1**

<b>Make:</b>		<b>Model:</b>	
<b>Serial No.:</b>			
<b>Loose Accessories:</b>			
<b>Type:</b>	<input type="checkbox"/> Repair <input type="checkbox"/> Warranty <input type="checkbox"/> Return for credit <input type="checkbox"/> Calibration		
<b>Specifications:</b> (Please enter repair/ calibration details in this area. For calibration options/ specifications please refer to opposite page.)			

**ITEM 2**

<b>Make:</b>		<b>Model:</b>	
<b>Serial No.:</b>			
<b>Loose Accessories:</b>			
<b>Type:</b>	<input type="checkbox"/> Repair <input type="checkbox"/> Warranty <input type="checkbox"/> Return for credit <input type="checkbox"/> Calibration		
<b>Specifications:</b> (Please enter repair/ calibration details in this area. For calibration options/ specifications please refer to opposite page.)			

**ITEM 3**

<b>Make:</b>		<b>Model:</b>	
<b>Serial No.:</b>			
<b>Loose Accessories:</b>			
<b>Type:</b>	<input type="checkbox"/> Repair <input type="checkbox"/> Warranty <input type="checkbox"/> Return for credit <input type="checkbox"/> Calibration		
<b>Specifications:</b> (Please enter repair/ calibration details in this area. For calibration options/ specifications please refer to opposite page.)			

**CALIBRATION OPTIONS:** (Please use below information to specify your requirements under "Specifications" on page

**Temperature:** (Temperature range available is about -30°C to 200°C.)

- a) Specify number of calibration points: e.g. 1, 2, 3 etc.
- b) Specify what temperature points are required: e.g. 0°C / 200°C / 80°C.
- c) Specify calibration method: e.g. immersion, surface, infrared, electrical simulation (sensor only).

**Humidity:** (Temperature range available is 10°C to 50°C, Humidity range available 10% to 90%).

- a) Specify number of calibration points, e.g. 1, 2, 3 etc.
- b) Specify calibration points: e.g. 10% at 25°C, 40% at 35°C, 65% at 50°C.

**PH:**

(Note: Validation is not SANAS accredited. Validation points are fixed to 4ph, 7ph, 10ph.)

**FLUEGAS:** (We can calibrate O<sup>2</sup>, CO, NO<sup>2</sup>, SO<sup>2</sup>, CO<sup>2</sup>, CH<sup>4</sup>, H<sup>2</sup>S cells.)

- a) Specify if you would like us to conduct a service and/ or diagnostic on your analyzer. (Diagnostic includes cleaning of analyzer, functionality testing using Testo software, checking accessories.)
- b) Specify which cells on your analyzer you would like calibrated: e.g. O<sup>2</sup>, CO, NO<sup>2</sup> or all cells etc. (applies to service only).

Kindly observe:

For Repairs:

- 1) An evaluation fee of R180 for small hand held instruments and R 280 for all other equipment applies, irrespective whether the item is faulty, repairable or not.
- 2) The customer is responsible for the handling/ freighting costs to and from the OEM. Handling fees shall be waived, if a repair is approved to be a warranty claim (provided it is in original packaging).
- 3) Items to be credited/ refunded must be in perfect physical condition, fully functional, and returned with all ancillary devices.
- 4) Please note that all repairs are payable by bank transfer before repairs proceed in cases where no valid account is in place with Thermon South Africa (Pty) Ltd.

For Calibrations:

- 5) Thermon South Africa (Pty) Ltd. Reserves the right to do calibration in either of their SANAS accredited calibration lab (JHB or CT). Should the client have any objection to this he/she is kindly requested to specify on

For Repairs and Calibrations:

- 6) Thermon South Africa (Pty) Ltd. is not responsible and liable for any damage or loss of any items or parts thereof submitted by client. This applies also during transit to or from our facilities.
- 7) Only working instruments are calibrated. Faulty instruments must first be evaluated and considered for repairs.
- 8) Should we not have received an order number to go-ahead after 2 weeks of quoting, the item will be returned to the client and invoiced according to evaluation and delivery costs.
- 9) Items that are not collected after a period of 6 weeks (after repair) will be sold to defray costs.
- 10) Thermon South Africa (Pty) Ltd. Standard Conditions of Sale and Credit apply. A copy is available on request.

**By signing this form I agree to the aforementioned stipulations outlined within this document and the Thermon South Africa (Pty) Standard Conditions of Sale and Credit.**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_