



## Repair Process & Terms

- 1) All material returned to Emerson Control Techniques should have an RMA number for tracking purposes.
- 2) The following information is required:
  - Company name, billing and shipping addresses, telephone and fax numbers, and a contact person
  - Part number and serial number
  - Purchase order number or Credit Card (Visa, MasterCard, American Express)
  - Reason for return: problems, symptoms
  - Any special handling instructions

3) Upon receipt of the above information, an RMA number will be assigned. Please be sure that this RMA number appears on all packages and documents sent with the units to be repaired.

4) Drives and Motors Repair are performed in three primary locations. Shipping address and contact information are:

Emerson/Control Techniques Drives

Emerson Control Techniques  
Americas Service Center  
359 Lang Boulevard  
Grand Island, NY 14072

Phone: 800-367-8067  
Fax: 716-774-8327

Servo Drives & Motors

Emerson Control Techniques  
Americas Headquarters  
12005 Technology Drive  
Eden Prairie, MN 55344

Phone: 952-995-8000  
Fax: 952-995-8129

Saftronics branded products

Emerson Control Techniques  
Ft. Myers Drive Center  
5580 Enterprise Parkway  
Ft. Myers, FL 33905

Phone: 800-553-0031  
Fax: 239-693-2431

4) Repair Turn-Around Time - **All standard product drives carry a guaranteed 5-day turnaround..** (The turnaround days do not include the date of receipt, Saturday, Sunday, or Holidays)

Emergency Breakdown (EB) service is available. With this expedited service, you can expect turn-around in 24 to 48 hours. This is available for an additional 20% of the quoted price (minimum charge is \$320).

**Legacy products and motors** may not qualify for the guaranteed turn-around times. You will be quoted an estimated time of turnaround when the RMA is assigned.

5) Repair Pricing - All standard product drives carry a fixed price for the repair (No surprise guarantee). If the equipment is found to have no problems upon inspection, diagnosis and test, then a Re-Certification fee will apply in place of the Repair Price. The minimum Re-certification fee is \$320 and includes full diagnosis, testing, factory updates, and a one-year warranty on the equipment.

6) Shipping Cost - All Shipping and transport costs for repairs are the responsibility of the customer. In the case of repairs for equipment failed under warranty, Control Techniques will absorb the transport cost *back to the customer* only.

7) Warranty - All standard product drives repaired by Emerson Control Techniques carry a comprehensive one-year warranty. Exceptions may be motors and/or some Legacy product, where the warranty is different. You will be notified of the warranty period at the time the RMA is assigned.

8) Payment Terms - Purchase Order, Credit Card, Check, or fund transfer is required.

Payment by Check: Remit to: Control Techniques Americas LLC, PO Box 70141, Chicago, IL 60673

Payment by Transfer of Funds: Transfer funds to: Control Techniques Americas LLC, 525 West Monroe, Suite 261, Chicago, IL 60673. Acct #5139007, ABA/Routing #07000013; Swift Address: CHASUS33

Payment by Credit Card: We accept Visa, MasterCard, and American Express.

Please reference your order number or invoice number with payment.