



NOSHOK HAMMER UNION REPAIR PROGRAM

Scope: NOSHOK 628 Series Intrinsically Safe Hammer Union Transmitters returned to NOSHOK for repair, recalibration and/or modification.

Lead Times: 10 working days after receipt of items for a maximum of 5 units.

Program Details:

- Complete an online RMA form at: <https://www.noshok.com/requestrma.php> referencing “Hammer Union Repair Program” in the “Reason for Return” field supplemented by additional information as needed. An RMA number and additional information are provided to support returns.
- Items that have been exposed to hazardous materials or contaminants do not qualify for the program. NOSHOK will return or dispose of any returned items that are not suitable for processing at the customer’s expense.
- Bench fee for initial evaluations = \$100.00. This fee may be waived where additional repair or calibration activities are required. Pricing for repairs, replacement parts, seals, hardware and electronics components are conveyed in formal quotations.
- Wetted and exterior surfaces, connector pins and areas located beneath the connector gasket are cleaned for all calibrations and repairs.

Initial Evaluations (Quick Bench Test):

Assessment of condition and functionality including:

- o Zero check
- o Electrical isolation
- o Physical condition

If items pass the initial evaluation, additional checks may be performed to confirm:

- o Zero return
- o Span / full scale output
- o Linearity / hysteresis
- o Shunt calibrations as required

- Customers are responsible for all shipping and handling fees. International customers are responsible for customs and/or other related charges.
- Repaired / recalibrated items are returned in new packaging and are warrantied for 1 year.

NIST traceable Certificates of Calibration: A flat rate charge of \$175.00 applies.