**Returns number HLC / RGA**

Type:

Serial no: S

Reason for return: Repair  Maintenance\*  Return of goods

\*We recommend a preventive maintenance in addition to a repair for large units to ensure a reliable and safe operation. In Addition sudden failures can be reduced which affect the downtime of the entire system. For detailed information use the link: [*http://huber-online.com/download/Wartung-Maintenance\_Info.pdf*](http://huber-online.com/download/Wartung-Maintenance_Info.pdf)

To:

**Huber USA, Inc.**

**1101 Nowell Road, Suite 110**

**Raleigh, NC 27607**

From:

Company:       Betreiber / company:

Street:       Name / name:

City, zip code:       Funktion / job title:

Gebäude / building:       Tel.:

Email:

**Shipping details**

Please select the shipping details for the return of the equipment after repair is complete:

Return shipping using the Huber forwarder (Ex works)

Forwarder will charge freight directly to you

Return shipping using the following forwarder:        
 Customer number of forwarder:

**Billing address in case it is different to the given address above:**

- Company:

- Street:

- City:

- Contact person:

- Tel.:

**Shipping address in case it is different to the given address above:**

- Company:

- Street:

- City:

- Contact person:

- Tel.:

**Fault description**

Temperature control:  cooling continually  cooling

heating continuously  no heating   
 temperature unstable

Error messages occur:  permanently  regularly

intermittently

Error messages code:       Error information?

**general information:**

Operating temperature (range):      °C

Temperature control:  internal  process with Pt100

Remote control of unit:  RS232, USB, Ethernet different

The unit was operated with the following heat transfer fluid:

(If possible we are using the same thermos fluid – we have ethanol, Huber SilOil, water/glycol, water, DW Therm, DW Therm HT)

Any questions or remarks:

**Non contamination certificate**

**We hereby confirm** that the above thermostat / component: has been cleaned, that all connectors are closed, that there are no poisonous, aggressive, radioactive or other dangerous substances on or inside the equipment and all accessories have been removed.

Please enter your full name here to confirm date   
**This document was issued electronically and is therefore valid without signature.**

**Please attach the returns form on the outside of the package.  
Page 2-4 have not to be filled out for returning goods which are in good condition and which stay at Huber.**

**Return of goods**

Before sending your unit to Huber USA, Inc., we ask you to consider the following points. These measures help with safe transport, as well as the quick progress of your case.

**1. Return Goods Authorisation Number (RGA number)**

Please contact Customer Support ([support@huber-usa.com](mailto:support@huber-usa.com)) to obtain an HLC/ RGA number.

**2. Service Return Form**

Please complete this "Service Return Form" completely and send it with the unit.

If the form is not complete service will not be preceded.

**3. Accessories / Fluid**

All third-party products, accessories, additives, products, programs, data and media which are not part of the HUBER product must be removed before shipment. HUBER is not liable for any items which were not removed by the purchaser.

Please note that if you are not using one of the Huber heat transfer fluids we must flush the system before starting your repair. The resulting costs will be added onto the invoice.

**4. Packaging / Shipping**

Note: Instructions for packaging and shipping are contained in the user manual. Please pack the goods according to our packaging instructions.

Please DO NOT use parcel services to send units - we strongly recommend shipping with a freight forwarders on a pallet.

The unit should be sent, insured, with the RGA number on the address label. The device must be sent DAP / DDP.

We will send you a quotation after inspection of the unit.

The return shipping is “Ex Works”.

If you prefer a particular forwarder for the return shipments please let us know the name and contact person.

 All appliances must be transported upright at all times!

Mark the package accordingly: e.g. "Do not drop," up arrows "," Fragile"," Protect from water ", “Do not stack” etc.

Innerhalb der Garantiezeit:

Bei Abholung innerhalb Deutschlands wird Huber eine Spedition mit der Abholung beauftragen und die Frachtkosten für Hin- und Rückversand übernehmen. Dies gilt nicht für Expressversand.

Bitte senden Sie uns die genaue Abholadresse, den Ansprechpartner (mit Telefonnummer) und ab wann das Gerät sicher verpackt und abholbereit ist.

Frachtkosten für Sendungen aus dem Ausland werden nicht von Huber übernommen.

During the warranty period:

Collection within Germany; Huber will appoint a freight forwarder and cover the return shipping costs. This does not apply to express shipments. The complete collection address must be provided, the contact person (with telephone number) and when the equipment is safely packed and ready for collection. Freight costs for shipments from abroad are not covered by Huber.

Thermofluid:

Beachten Sie bitte bei der Verwendung fremder Thermofluide:

Durch die Vielzahl unterschiedlicher Thermofluide sind wir gezwungen vor Beginn der Reparatur die Geräte zu spülen.

Die dabei entstehenden Kosten müssen wir Ihnen in Rechnung stellen.

Thermofluid:

Please note that if you are not using one of the Huber heat transfer fluids we must flush the system before we start your repair.

The resulting costs have to be added onto the invoice.

**Bei Rücksendungen aus NICHT – EU Ländern / Return from Non-EU-Countries:**

Bitte erstellen Sie eine Proforma- Rechnung mit den folgenden Angaben:

Please issue a Proforma invoice containing the following information:

* Zweck, z.B. "zurück zur Reparatur", "zurück nach Messe",...etc. / “return for repair", “return from exhibition” etc.
* Seriennummer des Gerätes / serial number of the unit(s)
* REALISTISCHER "Wert f. Zollzwecke" (in EUR, z.B. Listenpreis minus 20/30%)

REALISTIC value for customs purposes only (e.g. list price less 20/30% in EUR)

* Zolltarifnummer. (wenn bekannt, oder bei uns anfragen) / customs tarif number if known, or ask us

z.B. Regler/Bedieneinheit / e.g. all controllers (BE, RE): # 85 37 10 91

Alle Unistate / All Unistats: # 84 19 89 98

Unichiller (ohne Heizung “H“) / Unichiller (without heater “H”): # 84 18 69 00

**ZOLL: /** Customs:

Falls es sich um einen Rückversand innerhalb von 3 Jahren handelt fällt kein Zoll an. Es erfolgt eine Rückwarenerklärung von HUBER.

For the return of goods less than 3 years from original shipping date, no customs duty will be charged if we are informed in advance!

We must be contacted before any shipment to provide separate import papers for customs clearance.

* **DDU** - (delivered duty unpaid) – Innerhalb 3 Jahren / If you return goods less than 3 years from date of shipping

Frachtkosten zu Lasten des Absenders / Rückwarenverzollung über Empfänger

Freight charges to senders account / duty to receiver's account

Bitte vermerken Sie: "Bitte informieren Sie den Empfänger wegen Verzollung"

Please label the documentation: "please inform receiver before customs clearing"

* **DDP** - (delivered duty paid) – Falls älter als 3 Jahre / If more than 3 years has elapsed from the time of original shipment

Frachtkosten und Verzollung zu Lasten des Absenders.

Freight charges and customs duty to senders account.

Für Rückfragen stehen wir gerne zur Verfügung.

We will be pleased to answer any questions you may have.

Ihr Huber Team / Your Huber Team