



# Equipment Repair Request

RMA Number: \_\_\_\_\_ Bill to Address: \_\_\_\_\_  
Customer: \_\_\_\_\_  
End User: \_\_\_\_\_  
CCC Number: \_\_\_\_\_  
P.O. Number: \_\_\_\_\_  
Contact: \_\_\_\_\_ Ship to Address: \_\_\_\_\_  
Email: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_

Specify special customs document requirements for return of equipment: \_\_\_\_\_

**Note:** The two documents, Test Certification and Certificate of Origin, are not available for repaired equipment.

**To obtain service, please:**

1. Fill out this Equipment Repair Request (RMA) form completely, using additional pages if necessary. When describing the problem (see page 2), try to include the sequence of events leading up to the failure, such as mode and set point changes, alarms, etc.
2. Compressor Controls Corporation has a minimum repair fee of \$1,500.00 USD per assembly returned for repair. This charge includes parts and labor.

3. Contact Compressor Controls to obtain a Return Material Authorization (RMA) number.

USA Customers

Call: (515) 270-0857

OR email: [Service@CCCglobal.com](mailto:Service@CCCglobal.com)

OR fax: (515) 270-1331

EMA Customers

Call: +31 20 407 0000 (ask for the Return Goods Coordinator)

OR email: [RepairEMA@CCCglobal.com](mailto:RepairEMA@CCCglobal.com)

OR fax: +31 20 407 0099 (attention of Return Goods Coordinator)

4. Upon contacting CCC to obtain an RMA number you will receive "How to Return Instructions" including instructions on how to clear Customs in Des Moines or in the Netherlands. Ship prepaid and insured to:

USA Customers

Compressor Controls Corporation

ATTN: Service Dept. RMA# \_\_\_\_\_

4725 121<sup>st</sup> Street

Des Moines, IA 50323-2316, USA

EMA Customers

Compressor Controls Corporation B. V.

ATTN: Service Dept. RMA# \_\_\_\_\_

Weerenweg 10

1161 AH Zwanenburg, The Netherlands

5. Pack the items to be returned in a sturdy shipping container, using only ESD safe packing materials.

Use the original packaging if possible. The following items **must** be included in the returned shipping container:

- **A COPY OF THIS FORM MUST BE SENT BACK WITH MATERIAL BEING RETURNED** (keep a copy for your records)
- the failed unit
- (for Series 4 controller products only) the diskette containing the Image Files

Contact person most knowledgeable of problem: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Best time to call: \_\_\_\_\_

CCC Contact: \_\_\_\_\_

### Controller Series and Product Type

Series 2 <input type="checkbox"/> Series 3 <input type="checkbox"/> Series 3P <input type="checkbox"/> Series 3++ <input type="checkbox"/>	Antisurge (AS) <input type="checkbox"/> Performance (PC) <input type="checkbox"/> Dual-Loop A/P <input type="checkbox"/> Speed (SC) <input type="checkbox"/> Extraction (EX) <input type="checkbox"/> Fuel (GT) <input type="checkbox"/>
Series 4 <input type="checkbox"/>	IOM I-1/___/___ <input type="checkbox"/> EIOM E-2/___/___ <input type="checkbox"/> MPM <input type="checkbox"/>
Series 5 <input type="checkbox"/>  Other <input type="checkbox"/>	Vanguard <input type="checkbox"/> Reliant <input type="checkbox"/> Vantage <input type="checkbox"/> Guardian <input type="checkbox"/> Air Miser <input type="checkbox"/>
Other <input type="checkbox"/>	_____

**NOTE:** The Controller Series and Product Type information provided above assumes no “ship ahead,” in which case additional information would need to be provided to assure matching product.

**IMPORTANT:** It is very important to provide the most detailed description that you can to allow for faster identification and resolution of the problem and to expedite the repair and return process.

**DETAILED DESCRIPTION OF PROBLEM:** \_\_\_\_\_

Material Returned: \_\_\_\_\_

Serial Number(s): \_\_\_\_\_

**NOTE:** When providing information regarding LED indicators, supply the status (on, off, or blinking) of all LEDs. For redundant controllers, provide this information for each controller in the set.

LED Indicators: \_\_\_\_\_

DCS Alarms: \_\_\_\_\_

For Series 4 Controller Products Only:

6. Extract the Image File for the failed unit as soon as possible after the failure, using the procedures described in publication UM5514, *Engineering Utilities*. The Image File contains information necessary to properly diagnose and correct the failure.
7. Remove the product as described in the maintenance procedure section of:
  - Publication UM5104 (simplex) and UM5106 (duplex) for Series 5 Vanguard products
  - Publication UM5152 (simplex) or UM5154 (duplex) for Series 5 Reliant products
  - Publication UM8406 (GP), UM8407 (GD), or UM8408 (GDX) for Vantage products
  - Publication UM8404 for Guardian products
  - Publication UM4001 for Series 4 products
  - Publication UM3000H for Series 3<sup>++</sup> products
  - Publication IM300H for Series 3 Plus products
  - Publication IM39 for Series 3 products