

Customer information

22.06.2023, Version 2, RaKr

Handling of equipment repairs and maintenance

Dear Customer,

You have made the decision to send in your device for an inspection.
In the following we have summarized the most important points for you to guarantee a quick and smooth processing.

Thank you very much for your support.

If you have any questions, please do not hesitate to contact us.

Handling of repairs: + 49 24 21 969-517
e-mail: rsa@mn-net.com

Technical customer service: + 49 24 21 969-333
e-mail: support@mn-net.com



General procedure

1. Registration of the repair or maintenance



Please contact our technical customer service or the sales representative responsible for you by telephone or e-mail before you send in your device. We will then provide a return shipment document for the device shipment. You are welcome to use our notification form for device repairs. The following information is required for processing:

- Serial number of the device (This can be found on the type plate on the back / bottom of the device marked SN).
- Declaration of decontamination (Download: <https://www.mn-net.com/de/device-service>)
- In case of a repair a detailed error description is required:
 - Which error is present?
 - When does the error occur?
 - How often does the error occur?
 - What have you already done to correct the error?
 - Are pictures or videos of the error available?
- In case of maintenance, please specify a list of maximum three tests / parameters of MACHEREY-NAGEL, which should be checked during maintenance.
- Contact person (phone number, e-mail address)
- Customer, invoice recipient and goods recipient

2. Request bypass device



If desired, we can provide you with a free bridging device for the duration of the inspection. Please inform our technical customer service when you register the device. You will then receive the bridging device as soon as possible. You are welcome to wait until the bridging device has arrived before sending in your device.

Important:



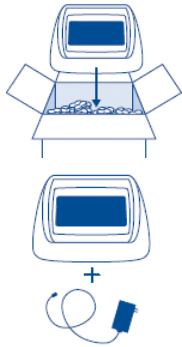
- Please check the scope of delivery and the functionality of the bridging device immediately after receipt.
- Keep the box in which the bypass unit was delivered for return shipment.
- If you use the box of the bypass unit to send in your defective unit, please remove all accessories beforehand in order to avoid confusion between customer property and MACHEREY-NAGEL property. Remove all old stickers from the box.

3. Sending in the device



- After you have registered your device with the technical customer service, the return shipment document will automatically be sent to you by e-mail.
- Print the return shipment document.
- Check that the serial number of your device matches the serial number on the return shipment document.
- Enclose the return shipment document with the device shipment. The return shipment document allows MACHEREY-NAGEL to immediately assign your device to the order.
- You can also enclose a detailed error description with the device.





- Send the package to the following address, which you can also find on the return shipment document:

MACHEREY-NAGEL GmbH & Co. KG
 Warenannahme – Rücksendung
 Valenciennner Str. 11
 52355 Düren
 Germany

- If you wish the device to be picked up, please reply to the e-mail in which the return voucher was sent to you (rsa@mn-net.com). Please provide the following information:
 - Dimensions and weight of the shipment
 - Possible time frame for collection
 - Address for collection

Important:

- When shipping batteries, please make sure that they are marked with the appropriate mark of conformity and are not defective under any circumstances*.
- Pack the device in the original box or another suitable outer box (use filling material for padding).
- Remove all old stickers from the box.
- If you are unsure about the packaging, please contact us.
- Please send in only your device and the corresponding power supply unit or the batteries used.
- Accessories such as the manual, dust cover, calibration cuvette etc. should not be returned.

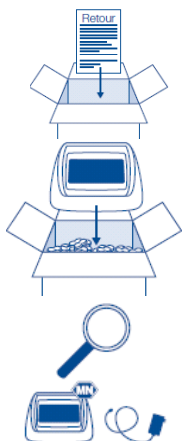
*If you use a different battery type than the one we recommend or if the batteries are defective, it is possible that we may not be able to return these batteries. We will return batteries of the battery type recommended by us in exchange. When returning the batteries will be included with your device (not installed).

4. Testing and cost estimate by MN



As soon as we have received and checked your device, we will send you a cost estimate in case of a device repair. After the cost estimate has been approved, we will carry out the measures and return the device to you. In the event of a warranty claim, we will return the device to you immediately after the repair without a cost estimate.

5. Sending back the bridging device



- You will automatically receive the return shipment document for returning the bridging device by e-mail after your repaired device has been shipped.
- Please check the scope of delivery and the functionality of your repaired device immediately after receipt.
- Please return the bridging device together with the return shipment document in the original box and with all accessories.
- If necessary, a pick up can be ordered again. To do so, please reply to the e-mail in which the return voucher was made available to you (rsa@mn-net.com). Please provide the following information:
 - Dimensions and weight of the shipment
 - Possible time frame for collection
 - Address for collection

