

## Return Authorization Request Form

1. Please complete the Return Authorization Form below in order to obtain a return authorization (RA) for SKF Condition Monitoring product repairs or equipment calibration.

### A. Return address for equipment:

Company Name: \*

Address 1 (for return of customer equipment): \*

Address 2:

City: \*

State or Province ("N/A" if not applicable): \*

Postal Code / Zip: \*

Country: \*

Last Name: \*

First Name: \*

E-mail Address: \*

Telephone Number: \*

**B. Bill to address:**

Same as above;

As shown below;

Company:

Address 1:

Address 2:

City:

State or Province:

Postal Code / Zip:

Country:

**C. Technical contact information:**

In the event the SKF technician is unable to duplicate the problem, whom should they contact? \*

Same as above;

As shown below;

Technical contact's name:

Technical contact's phone number:

Technical contact's e-mail address:

**D. Product information:**

End user company: \*

Model number: \*

Serial number: \*

What language is your product's firmware?

**E. Please select the reason for this product return: \***

|  |  |
|--|--|
| <b>Full Service Calibration</b>                      | Includes a calibration with certificate, clean up of unit, and covers replacements of any or all of the following external unit wear for: Case damage, keypad wear, external connectors, pop-out plastic lens, external seals around keypad, and battery contacts.   |
| <b>Repair (and calibration if applicable)</b>        | Labor and material to repair product. In addition to product repair, for products that require calibration, a full service calibration and cosmetic cleaning of keypads, connectors and seals will be included.  |
| <b>Annual Preventative Maintenance (APM) service</b> | Extend the life of your product with this service covered by a SKF Product Support Plan.<br><b>Choose one of the following:</b>  |
|  | <b>Microlog Analyzer</b> - includes a full system functionality check and shaker test, 69-point Automatic Test Equipment (ATE) test, route verification, replacement of damaged connectors, and battery replacement*. All contacts and keypad cleaned and repaired, pop-out lens polished or replaced, ISO calibration. Calibration readings before and after maintenance are taken in accordance with ISO 10012:2003. |
|  | <b>TKSA 60/80</b> - includes a full system functionality check, 832-point Automatic Test Equipment (ATE) test and 36-point manual test, and battery replacement*. All contacts and keypad cleaned and repaired, pop-out lens polished or replaced, ISO calibration on measuring heads. Calibration readings before and after maintenance are taken in accordance with ISO 10012:2003.                                  |
|  | <b>MCD and Wireless MCD</b> - includes a full system functionality check, replacement of damaged connectors, verification check on several points. All contacts cleaned and repaired, keypad replaced (WMCD only). ISO calibration. SKF can provide "before and after" readings in accordance with ISO 10012:2003 upon request.  |



**H. Product repair information:**

If product requires repair, please describe the problem:

**Diagnosis:** What has been done to diagnose the problem?

2. Submit the form.

**NOTE:** Some customers may have a firewall that will prevent the form from being submitted automatically. In those cases, please save the completed form, and then e-mail it (as an attachment) to [CoMoRA-USA@skf.com](mailto:CoMoRA-USA@skf.com). An SKF administrator will contact you within 24 business hours with an RA number.