**Repair Instructions**

You are responsible for all expenses incurred when returning ACE sensors. We pay return-to-customer shipping costs only on warranty-repaired units. Although we do not require an RMA number, please notify us of the pending return.

Please mark the invoice and the Airway Bill with the following information:

* **Description:** "Units for Repair"
* **Country of Origin:** USA
* **Duties and Taxes:** Bill Sender
* **Shipping Costs:** Bill Sender
* ATTN: Repairs ACE Downhole 4334 West Links Drive

Salt Lake City, UT 84120 USA

Marking the package correctly is the best way to avoid unnecessary duties/taxes. We will bill your company for any unnecessary charges incurred.

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| **Product Failure Details**  ACE will deliver a returned sensor summary report to the email below once a unit has been evaluated.  To help us ensure that we address the problems with your transducer, and return the unit to you as quickly as possible please provide the following: | | | | |
| Company Name: |  | Ship to Address: | |  |
| Telephone #: |  | Part Description: | | Sensor / Surface Redout / Spooler, etc. |
| Contact Person: |  | Part Model: | |  |
| E-mail: |  | Part S/N: | |  |
| Please provide a description of the problem: | | | | |
| Where did the problem occur?  **Incoming Inspection In-Process Field Run-in-Hole Other** | | | | |
| **Please fill provide information below where applicable** | | | | |
| **Pressure and temperature conditions present when the failure occurred:**  **psi °F**  What is the temperature on the temperature strip in the sensor head  **°F** (for sensor issues only) | | | **Approximately how many days was the unit at this temperature?**  **days** | |
| **Last readings displayed in surface readout unit**  Pint psi  Pdis psi (enter N/A for a single pressure sensor)  Tint °F  Tmotor °F  Vib X G  Vib Y G  Insulation Resistance (SRU2i) kOhm  Insulation Resistance (SRU3i) MegOhm | | | **Last readings of diagnostic menus in the SRU**  Menu 10\_\_\_\_\_\_\_  Menu 11\_\_\_\_\_\_\_  Menu 12\_\_\_\_\_\_\_  The range of value fluctuation in Menu 12**\_\_\_\_\_\_\_\_\_** | |
| **Electric tests** (for sensor issues only)  Megger Test Result (with ESP cable MOhms  Phase to Phase ( with ESP cable) A-B BC AC Ohm  Megger Test Result (motor and sensor) \_\_\_ GOhms  Megger Test Result (sensor only) \_\_\_GOhms  What device was used for Megger testing? ) \_\_\_\_\_\_  Is Fuse in the High Voltage Interface good?  **Yes / No** | | | **Motor temperature probe (**for motor temperature issues only)  How is your motor probe was installed?  ACE RTD probe inserted into motor base in a shop**\_\_\_\_\_**  ACE RTD probe installed in motor winding during motor manufacturing**\_\_\_\_\_\_**  3-d party RTDprobe inserted into motor base in a shop**\_\_\_\_\_**  3-d party RTDprobe installed in motor winding during motor manufacturing **\_\_\_\_\_** | |
| Should we wait for approval before beginning the repair? (This may cause additional delays)  **Yes / No** | | | Have you provided your Ship to, and Bill to addresses to ACE?  **Yes / No** | |
| Other observations: | | | | |
| **Please attach all additional information related to this return, such as but not limited to, test results, graphs/charts, inspection results, screenshots, etc.** | | | | |