**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 psiPdis psi (enter N/A for a single pressure sensor)Tint °FTmotor °FVib X G Vib Y GInsulation Resistance (SRU2i) kOhmInsulation 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 OhmMegger Test Result (motor and sensor) \_\_\_ GOhmsMegger 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.** |