

# FMC Technologies

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RMA No. \_\_\_\_\_

## Procedure for Returning Electronic PCB's (Printed Circuit Boards) and Electronic Components

Violation of the following guidelines will result in the refusal of acceptance of material which will be returned with serial number recorded:

1. Electronic assemblies must be returned in approved anti-static containers (bags or foam). Clear plastic bags and bubble wrap are unacceptable as well as Styrofoam particles. Antistatic bags can generally be identified by black, dark grey or pink in color; antistatic foam material is generally a pink color.
2. Shipping containers for these assemblies must be crush proof.
3. Reuse of FMC Technologies electronic assemblies shipping containers and packaging is acceptable.
4. Return Tag FMSM052 must be completed in its entirety to expedite processing.

ESD (Electrostatic Discharge) is the discharge of stored static electricity that can damage electronic equipment, impair electrical circuitry, resulting in complete or intermittent failures. Always take standard ESD handling precautions when handling electronic assemblies and components to reduce the possibility of damage to these devices.

### ESD Handling Precautions:

1. Store assemblies in original packages, electrically conductive containers or conductive plastic foam until ready to be installed.
2. Dissipate static electricity before handling any electronic assemblies by touching a grounded metal object, such as the system unit unpainted metal chassis.
3. Always hold electronic assemblies by its edges. Avoid touching the contacts and components.
4. Keep static generating materials (plastic, paper, cellophane, cardboard, etc.) away from the work area.
5. Never allow clothing to make contact with assemblies.
6. Never install or remove electronic assemblies in a circuit when power is applied.

ESD related failures due to improper handling may affect coverage under warranty.

## IMPORTANT This Tag Must Be Completed and Accompany All Returns

Return for:  Warranty Consideration     Stock Return     Repair Return     Core Return

Returned by \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Part No. \_\_\_\_\_ Part Serial No. \_\_\_\_\_

Reason Considered Defective \_\_\_\_\_

Part was Removed from:

Model No. \_\_\_\_\_

Serial No. \_\_\_\_\_

Date Installed \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_    Date Failed \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Location Where the Equipment was Installed \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Contact Name \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_