



# Return Material Authorization Form

For North America and Canada

Thank you for choosing Protimeter for your moisture measurement equipment needs. We provide a two year limited warranty that covers manufacturer's defects in the warranty period \*. If your unit has failed, the Protimeter replacement program provides you with a brand new instrument per the latest specifications. Simply complete the RMA Form and email a copy to [stmaryscc@amphenol-sensors.com](mailto:stmaryscc@amphenol-sensors.com) or fax to 814-781-7969 to receive your RMA label. Be sure to attach a copy of the RMA Label to the outside of your shipping container and include a copy of the completed RMA form with your return in order to avoid any delay's in processing your request.

Today's Date: \_\_\_\_\_ Company Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell: \_\_\_\_\_ Fax: \_\_\_\_\_

### Billing Address

Address \_\_\_\_\_

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

### Shipping Address (If different from Billing Address, Please no PO Boxes)

Address \_\_\_\_\_

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

Preferred Shipping Method \_\_\_\_\_ Freight Account Number \_\_\_\_\_

*(Note: Shipping costs when returning instruments to Amphenol Advanced Sensors are paid for by you [customer]. For Warranty returns shipping costs when sending new instruments to you [customer] are paid for by Amphenol Advanced Sensors. All shipping costs are paid for by you [customer]. These terms apply unless otherwise noted by Amphenol Advanced Sensors)*

Has the returned product been exposed to hazardous or contaminated substances? \_\_\_\_\_

What Hazardous or contaminated substance has it been exposed to? \_\_\_\_\_

Has the product been decontaminated? \_\_\_\_\_

Please attach and send a copy of the Material Safety Data Sheet (MSDS) with any necessary precaution for safe handling along with your RMA Request

### List Product

Model: \_\_\_\_\_ Serial #: \_\_\_\_\_

Briefly Describe Problem: \_\_\_\_\_

Date of Original Purchase \_\_\_\_\_ (If under warranty, include copy of original invoice)

Replacement cost (If outside of warranty, use the US Part # & Pricing Table) \_\_\_\_\_

Model: \_\_\_\_\_ Serial #: \_\_\_\_\_

Briefly Describe Problem: \_\_\_\_\_

Date of Original Purchase \_\_\_\_\_ (If under warranty, include copy of original invoice)

Replacement cost (If outside of warranty, use the US Part # & Pricing Table) \_\_\_\_\_

Model: \_\_\_\_\_ Serial #: \_\_\_\_\_

Briefly Describe Problem: \_\_\_\_\_

Date of Original Purchase \_\_\_\_\_ (If under warranty, include copy of original invoice)

Replacement cost (If outside of warranty, use the US Part # & Pricing Table) \_\_\_\_\_

### Payment Information

Please attach a copy of your purchase order or credit card info. **PLEASE ADDRESS POs TO AMPHENOL THERMOMETRICS, INC**  
**967 Windfall Road**  
**St. Marys, PA 15857**

Payment Type \_\_\_\_\_

Do you want Customer Care to contact you for your credit card info: \_\_\_\_\_

Credit Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_ Name on the Card \_\_\_\_\_

**A copy of the completed RMA form must be emailed to [stmaryscc@amphenol-sensors.com](mailto:stmaryscc@amphenol-sensors.com) or Fax to 814-781-7969 .**

**For an additional 3 months warranty (a total of 27 months), please register your meter at: [www.registeryourmeter.com](http://www.registeryourmeter.com)**

**Protimeter Product US Part # and Pricing Table**

WARRANTY REPLACEMENTS = No Charge

NON-WARRANTY REPLACEMENTS = See Table Below

PRODUCT DESCRIPTION	REPLACEMENT PRODUCT DESCRIPTION	PART NUMBER/MODEL #	USD
			Replace
MMS Plus	MMS2	POL8800	\$699.00
MMS2	MMS2	POL8800	\$699.00
SurveyMaster	"New" SurveyMaster	POL5365	\$395.00
"New" SurveyMaster	"New" SurveyMaster	POL5365	\$395.00
Mini	Mini	POL2000	\$139.00
Digital Mini	Digital Mini	POL5702	\$145.00
Aquant	Aquant	POL5765	\$268.00
TimberMaster	TimberMaster	POL5601	\$220.00
Psychone	Psychone	POL7800	\$210.00
HygroMaster	"New" HygroMaster 2	POL7750	\$365.00
Hygrohawk	"New" HygroMaster 2	POL7750	\$365.00
Hygrostick	Hygrostick	POL4750	\$95.00
Quickstick	Quickstick	POL8750	\$110.00
Quickstick (Short)	Quickstick (Short)	POL8751	\$95.00
3 Point NIST Cert	3 Point NIST Cert	BLDCERT	\$75.00

**Additional Products that can be added to your return**

PRODUCT DESCRIPTION	PART NUMBER/MODEL #	Price
Replacement Pin Needles 1" (20 pack)	BLD0500	\$ 30.00
Needle Nut (Ferrule) 2 Pack	BLD0501	\$ 4.00
Replacement Hammer Probe Base	BLD5055-BA	\$ 90.00
Replacement Hammer Probe Cable	BLD5055-CA	\$ 39.00
Calcheck Device (for pin-type meter)	BLD5086	\$ 7.00
Heavy Duty two pin moisture probe & lead	BLD5060	\$ 58.00

*\*Ask your customer care contact about any additional replacement parts and pricing*

**Warranty Guidelines**

*Warranty covers only manufacturing defects within the warranty period. It does not cover wearing parts or accessories.*

**Protimeter Products**

Product Line	Product	Warranty Period months	Date code
Protimeter	All Hand Held Moisture Meters and Hygrometers	24	Y
Protimeter	Accessories	12	N

**For all warranty returns where Date Code = Y in the relevant table, please provide date code on form where stated. When Date Code = N, please provide serial number. If you are unable to locate this information, please attach proof of purchase to the RMA request.**