

Instructions for Sending a Load Manager Back for Repair

- 1.) Fill in all information on the interactive form. Click on Highlight Existing Fields to see all fillable fields.
- 2.) Print out a copy and put it in the box with the item(s) being sent back for repair. If sending multiple units, you will need to fill out a form for each unit.
- 3.) Please ensure the returned item(s) are well packaged. Try to use the original packaging material whenever possible. Kussmaul Electronics is not liable for any damage to the product(s) due to improper packaging.
- 4.) Return item(s) for repair to the following address:

Kussmaul Electronics
Attn: Repair Department
170 Cherry Avenue
West Sayville, NY 11796

All Load Manager repairs are covered by a 180 Day Warranty Period. For your convenience, the **Repair Charge Price List** is attached for the majority of our products. If an item exceeds the cost on the Repair Charge Price List, you will be notified first for authorization to proceed, otherwise you will be **automatically charged the Standard Repair Charge plus the cost of shipping the item(s) back**. This **Repair Charge Price List** is provided to let you know what the cost of having your unit repaired before you even send it in.

We will not provide an estimate before repairing your unit.

Replacement parts on older models may not be available. If your unit is found to be beyond economical repair, you will be contacted to determine if you would like us to scrap the unit or return it back to you un-repaired. If 10 business days have passed without a response, the unit will be returned un-repaired at your expense. Your prompt reply to this matter will be greatly appreciated.



170 Cherry Avenue, West Sayville, NY 11796
Ph: 800-346-0857, Fax: 631-567-5826
sales @ kussmaul.com, www.kussmaul.com

Form for Returning a Load Manager for Repair

Company Name: Account #

Billing Address: City: State: Zip Code:

Shipping Address: City: State: Zip Code:

Phone Number: Fax Number: Website:

Primary Contact Name: Title:

Phone Number: Mobile Number: E-Mail Address:

Part Number: Serial Number:

Reason for Return:

Use P.O. # for
Repair Charges:

Receiving Information - For Kussmaul Use Only

Tracking Number: Received By:

Indicator: Cable: Terminal Block: Other:
With With With
Without Without Without _____

Physical Inspection: Physical Damage: Water Damage: Stripped Terminal Block:

Additional
Comments: