



**Formaldemeter htV
Formaldehyde Monitor
Operation and Maintenance Menu**

Table of Contents

1.0 INTRODUCTION	3
1.1 Unpack	3
1.2 Check Order	3
1.3 Serial Numbers.....	3
2.0 FORMALDEMETER HTV FEATURES	4
2.1 Important Points	4
2.2 Instrument Features.....	4
3.0 TECHNICAL INFORMATION	5
3.1 Principle of Operation	5
3.2 Interferants	6
3.2.1 Phenol & Resorcinol.....	6
3.2.2 Phenol filter life.....	6
3.2.3 Alcohols & Aldehydes.....	6
COMMENTS	6
3.3 Sensor Background Reading	6
4.0 OPERATION OF THE PPM FORMALDEMETER™ HTV	7
4.1 Taking a Sample	7
4.2 Sensor Recovery Period	7
5.0 MAINTENANCE	8
5.1 General Information	8
5.2 The Formaldemeter™ htV Calibration Standard.....	8
5.2.1 Effect of temperature.....	8
5.2.2 Temperature equilibration	8
5.2.3 Standard life.....	8
5.3 Calibration Check Procedure	8
5.3.1 Temperature equilibration	8
5.3.2 Sensor check	8
5.3.3 Procedure	9
5.4 Calibration Adjustment Procedure	10
5.4.1 Temperature equilibration	10
5.4.2 Procedure	10
5.5 Instrument Battery	11
5.5.1 Low battery indicator.....	11
5.5.2 Battery Replacement	11
5.6 Cleaning the Instrument	11
5.7 Storage	11
5.8 Trouble Shooting	11
6.0 TERMS AND CONDITIONS	13
6.1 Ordering Information	13
6.2 Delivery	13
6.3 Payment Terms	13
6.4 Warranty Information and Guidelines	13
6.5 Return Policy	13
7.0 INSTRUCTIONS FOR RETURNING AN INSTRUMENT FOR SERVICE	14

List of Figures and Tables

Figure 1: Features of the Formaldemeter™htV	5
Table 1: Relative Response of the Formaldemeter™htV to Various Compounds in the Vapor Phase	6
Table 2: List of Known and Tested Interferents for the Formaldemeter™htV	12

Reference Information:

NOTE: *[important information about use of instrument]*

CAUTION: *[affects equipment – if not followed may cause damage to instrument, sensor etc....]*

WARNING: *[affects personnel safety – if not followed may cause bodily injury or death.]*



Attention / Warning



Earth Ground

1.0 Introduction

The **Formaldemeter™htV** is an easy-to-use, hand held direct reading instrument designed for the rapid measurement of airborne formaldehyde levels.

Please read these instructions carefully and familiarize yourself with the instrument before use. This operating manual will provide you with all the necessary information for the correct use of your **Formaldemeter™htV**.

CAUTION: Do Not use a **Formaldemeter™htV** with serial number of 5200 and above with an AMS-2 serial number 527 and below. Also, Do Not use the combination of **Formaldemeter™htV** serial number of 5153 and below with an AMS-2 serial number 258 and above.

These are incompatible, and would result in damage to both instruments.

Formaldemeter™htV serial number of 5200 and above and AMS-2 serial number 527 and below
--

Formaldemeter™htV serial number of 5153 and below and AMS-2 serial number 258 and above
--

NOTE: All specifications stated in this manual may change without notice.

1.1 Unpack

Unpack the **Formaldemeter™htV** and examine it for shipping damage. If such damage is observed, notify both **ENMET** customer service personnel and the commercial carrier involved immediately.

Regarding Damaged Shipments

NOTE: It is your responsibility to follow these instructions. If they are not followed, the carrier will not honor any claims for damage.

- This shipment was carefully inspected, verified and properly packaged at **ENMET** and delivered to the carrier in good condition.
- When it was picked up by the carrier at **ENMET**, it legally became your company's property.
- If your shipment arrives damaged:
 - Keep the items, packing material, and carton "As Is." Within 5 days of receipt, notify the carrier's local office and request immediate inspection of the carton and the contents.
 - After the inspection and after you have received written acknowledgment of the damage from the carrier, contact **ENMET** Customer Service for return authorization and further instructions. Please have your Purchase Order and Sales Order numbers available.
- **ENMET** either repairs or replaces damaged equipment and invoices the carrier to the extent of the liability coverage, usually \$100.00. Repair or replacement charges above that value are your company's responsibility.
- The shipping company may offer optional insurance coverage. **ENMET** only insures shipments with the shipping company when asked to do so in writing by our customer. If you need your shipments insured, please forward a written request to **ENMET** Customer Service.

Regarding Shortages

If there are any shortages or questions regarding this shipment, please notify **ENMET** Customer Service within 5 days of receipt at the following address:

ENMET
680 Fairfield Court
Ann Arbor, MI 48108
734-761-1270 Fax 734-761-3220
Toll Free: 800-521-2978

1.2 Check Order

Check the contents of the shipment against the purchase order. Verify that the **Formaldemeter™htV** is received as ordered. If there are accessories on the order, ascertain that they are present. Check the contents of calibration kits. Notify **ENMET** customer service personnel of any discrepancy immediately.

1.3 Serial Numbers

Each **Formaldemeter™htV** is serialized. These numbers are on tags on the equipment and are on record in an **ENMET** database.

2.0 Formaldemeter htV Features

Unlike other formaldehyde monitoring devices such as color stain tubes and badges, the **Formaldemeter™htV** can measure many samples consecutively without the need for inconvenient ancillary equipment. Being ultra-compact and battery operated, the instrument is truly field portable. The **Formaldemeter™htV** is extremely simple to use and provides immediate, semi-quantitative readings of atmospheric formaldehyde concentration displayed on a digital read-out.

The instrument is designed to measure the concentration of formaldehyde in snatch (discrete) samples of air and should be employed primarily as a screening device.



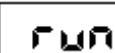




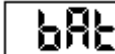
2.1 Important Points

It is important that you are aware of the following points when using the instrument

- The **Formaldemeter™htV** is temperature compensated to operate most accurately in the range 5 – 40°C.
- The results obtained with the **Formaldemeter™htV** are instantaneous spot readings. A single reading is not necessarily representative of long term personal exposure. A series of readings taken at short intervals is preferable to infrequent tests.
- Avoid smoking in the environment to be analyzed – tobacco smoke contains formaldehyde.
- Care must be taken to ensure that fluid or dust is not drawn into the instrument. This could permanently damage the sensor.
- The **Formaldemeter™htV** has been designed to be sufficiently robust for everyday field use. However, should the unit sustain a severe physical shock, the operation and calibration of the instrument should be checked using the supplied formaldehyde calibration standard.

2.2 Instrument Features

See Figure 1 for location of each feature

Feature	Description
Sampling Port	The brass sampling port is the inlet through which the sample is drawn into sensor.
Display	The liquid crystal display (LCD) shows the formaldehyde concentration of the sample in 0.01 ppm increments. The display also shows text messages during certain operations.
Display Key	 <i>sensor recovering</i>
	 <i>sensor ready</i>
	 <i>sampling</i>
	 <i>taking calibration sample</i>
	 <i>set calibration level</i>
	 <i>replace battery</i>
	 <i>instrument not calibrated</i>
Keypad	The instrument is operated by four buttons, some of which have multiple functions. The button switches are located beneath the membrane and are operated by pressing firmly where indicated.
Battery Compartment	The battery compartment is located beneath a cover at the bottom rear of the instrument. To gain access to the battery, simply remove the cover by unscrewing the two screws. A low battery is indicated by  on the display. See section 5.1 for guidance on battery replacement.
Serial Port	This socket can be used for connecting your Formaldemeter™htV to the PPM Base Unit or PC for automated continuous monitoring applications.

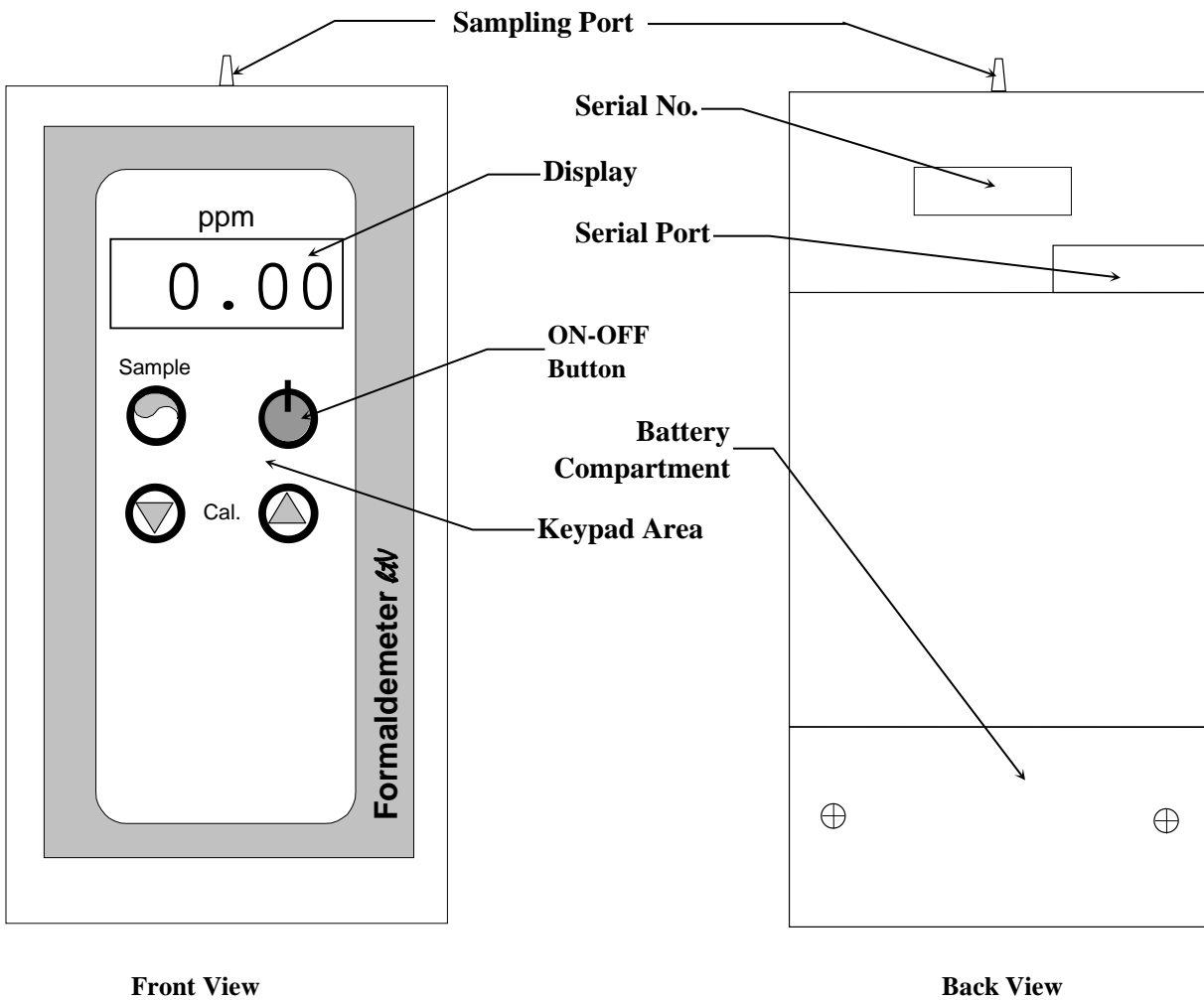


Figure 1: Features of the Formaldemeter™ htV

3.0 Technical Information

3.1 Principle of Operation

Electrochemical formaldehyde sensor

The **Formaldemeter™ htV** uses proven electrochemical sensing technology for determining the concentration of formaldehyde in air samples. The instrument contains an electrochemical formaldehyde sensor comprising two noble metal electrodes and a suitable electrolyte.

When air is drawn into the sensor by means of the internal sampling system, a small voltage is generated which is directly proportional in magnitude to the concentration of formaldehyde in the sample.

This voltage is produced because of the electrooxidation of formaldehyde at one of the catalytically active electrodes.

The signal is fed to a precision electronic amplifier and output on the instrument's display, when calibrated, as formaldehyde concentration in ppm (parts-per-million by volume).

All the electronic systems are based on modern, integrated circuitry employing the latest surface mount technology to ensure that the **Formaldemeter™ htV** is an exceptionally robust and reliable instrument.

3.2 Interferants

3.2.1 Phenol & Resorcinol

The presence of phenol in the air can give a reading on the **Formaldemeter™ htV**. When monitoring formaldehyde in situations where phenolic resins are used, the phenol filters provided should be used. These fit on to the sampling port of the instrument. The filters will completely remove phenols from the sample even at concentrations more than 1000 ppm without affecting the formaldehyde reading.

3.2.2 Phenol filter life

Each filter should be used no more than five times and then discarded. Partially used filters should not be stored in the vial with unused filters. Replacement filters can be ordered from through your local distributor.

3.2.3 Alcohols & Aldehydes

As is found with other portable detection equipment, the meter is not totally specific to formaldehyde alone, being susceptible to a degree of interference from a small range of other chemicals. Other aldehydes and alcohols such as methanol and ethanol in the atmosphere can cause cross-interference effects.

Table 1: Relative Response of the Formaldemeter™ htV to Various Compounds in the Vapor Phase

Compound	Concentration Required to Give Reading of 1 PPM	Comments
Acetone		No response
Acetaldehyde	8 – 12	Linear response like that for Ethanol
Acetic Acid		No response
Ammonia	71000	Response only at very high concentration
Butanol		Very little interference (See note)
Carbon Monoxide	100	Linear response
Ethylene	160	
Ethanol	12 – 20	Linear response
Formaldehyde	1.0	
Glutaraldehyde	7100 at 25°C	
Methanol	50	Linear response
Phenol	5	Can be completely removed with filter provided
Propanol		Very little interference (See note)
Resorcinol	5	Can be completely removed with filter provided

NOTE: *Propanol and Butanol are only likely to interfere at high temperature (greater than 60°C) and high concentration (higher than 20 ppm).*

3.3 Sensor Background Reading


Due to the high sensitivity of the sensor and the widespread occurrence of formaldehyde in the indoor environment, a background reading of up to 0.05 ppm can often be produced, even when sampling in an atmosphere considered to be free of formaldehyde or other contaminants.


4.0 Operation of the PPM FORMALDEMETER™ htV

4.1 Taking a Sample

Power on


Press the ON-OFF button once.

The instrument will display:  flashing for 3 seconds as the instrument checks the sensor,

followed by:  Indicating that the instrument is ready to take a sample.


Sampling

Hold the instrument in the atmosphere to be sampled.
Press and release the SAMPLE button.


The display will show  and the internal pump should be heard running for almost two seconds as it samples the air.

Display reading

As the sample is analyzed:

The display will show  flashing for 10 seconds.
The displayed will then show a flashing, increasing value as the sample is analyzed. After 60 seconds, the display will show a non-flashing value, which is held until the instrument is switched off. This indicates the formaldehyde concentration in ppm.

Power off


To Switch the instrument off press and **Hold** the ON-OFF button for a few seconds, until the display reads  followed by a click and the instrument will turn off.

If you forget to switch the instrument off after a test, the **Formaldemeter™ htV** will automatically switch itself off after 5 minutes.


4.2 Sensor Recovery Period

Sensor clearing

Between samples, the instrument should be left switched off for a few minutes to allow the sensor to clear of any residual formaldehyde. Generally, the higher the reading obtained, the longer it takes the sensor to clear. If the instrument is switched on before the sensor has cleared, the display will show:

 Flashing and the sampling pump will not operate.

The cell is clear only when the display shows:

 For a minimum of 3 seconds after power on.

The instrument is now ready to take the next sample.

5.0 Maintenance

WARNING: Please read this section thoroughly before attempting to check or adjust calibration. Users are strongly advised to familiarize themselves with the instrument before attempting to adjust the calibration and should follow the instructions carefully.

5.1 General Information

Check calibration regularly

Sensor sensitivity can change very gradually with time, periodic recalibration may be required. It is advisable to check calibration regularly to ensure that the instrument is functioning correctly.

A quick calibration check can be carried out by drawing a formaldehyde vapor sample of known concentration into the instrument's sensor and noting whether the displayed reading agrees with the expected concentration value.

The **Formaldemeter™htV** is supplied complete with a formaldehyde calibration standard and a thermometer, which are essential components for checking and adjusting calibration.

5.2 The Formaldemeter™htV Calibration Standard

The **Formaldemeter™htV** Formaldehyde Calibration Standard consists of formaldehyde absorbed on a solid substrate in a glass tube from which a headspace vapor sample can be drawn. Each standard is carefully manufactured to a high tolerance.

5.2.1 Effect of temperature

The concentration of formaldehyde vapor generated in the calibration tube varies with temperature and for this reason, a thermometer and temperature/concentration table is supplied.

Handle the calibration standard as little as possible, and only by the yellow end caps to avoid heating the tube.

5.2.2 Temperature equilibration

Before using the standards, they should always be allowed to stabilize within the recommended temperature range of 15 – 29°C for at least 1 hour.

5.2.3 Standard life

Each standard has a capacity for 100 samples or a life of six months (whichever occurs sooner) and it must not be used after the indicated expiry date. New calibration standards can be ordered from your local distributor.

5.3 Calibration Check Procedure

5.3.1 Temperature equilibration

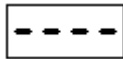
Place the instrument, thermometer and calibration standard together in a place where the temperature is stable for at least one hour before commencing the calibration check procedure to allow thermal equilibration.

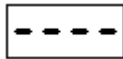
5.3.2 Sensor check

Before carrying out a calibration check, the sensor must be clear of formaldehyde vapor from any previous samples. When the sensor is clear, the display will show:



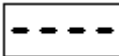


3 seconds after power on.



If the display shows flashing  for longer than 5 seconds, then the sensor is not ready to take a sample. Switch the instrument off and allow it to recover for a few minutes.

5.3.3 Procedure

1. Place the standard with the thermometer on a work surface. Handle the calibration standard as little as possible to avoid heating the tube, holding it by the yellow end caps. Remove both end plugs.
2. Switch the instrument on by pressing the ON-OFF button once. Wait for the display to show:

3. Place the instrument on the work surface and insert the nozzle into the sampling end of the tube (as indicated by the black arrow). Ensure a good seal around the instrument nozzle by pushing the standard tube firmly against the instrument when taking a sample.
4. Press the SAMPLE button and wait until the internal sampling pump stops before removing the standard from the instrument. Replace the end plugs securely.
5. The display will initially show: flashing  and  for 10 seconds and then a flashing, increasing value as the sample is analyzed. Observe the final non-flashing reading displayed (after approximately 60 seconds).
6. Note the reading obtained and temperature
7. Refer to the Temperature/Concentration look-up table on the standard tube. If the reading is within 10% of the value shown in the table, then no recalibration is required.

If recalibration is required, follow the procedure in Section 5.4.

Leave the instrument switched off for approximately 5 minutes to recover before commencing another atmospheric analysis or calibration adjustment.

5.4 Calibration Adjustment Procedure

WARNING: Please read this section thoroughly before attempting to adjust calibration. Users are strongly advised to familiarize themselves with the instrument before attempting to adjust the calibration and should follow the instructions carefully.

Under normal operating conditions, instrument calibration should require only minimal periodic adjustment. To see whether a full recalibration is required, perform a calibration check first as described in section 5.3.

5.4.1 Temperature equilibration

Leave the instrument and calibration standard in a room where the temperature is constant for at least one hour before calibrating to allow thermal equilibration.

5.4.2 Procedure


1. Place the standard with the thermometer on a work surface. Handle the calibration standard as little as possible to avoid heating the tube, holding it only by the yellow end caps.
2. Read the temperature on the thermometer and determine the required concentration reading from the lookup table on the calibration tube.

For Example: Temperature: 23°C Reading: 3.2 ppm

3. Remove the yellow plugs from both ends of the calibration standard tube.
4. Press the ON-OFF button once to switch the instrument on.

5. Wait for the display to show 

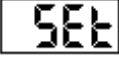
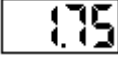
6. Insert the instrument nozzle into the sampling end of the calibration standard (indicated by the black arrow). To maintain airtight contact between the nozzle and the standard, push the standard firmly against the instrument.
7. Simultaneously depress and release both Cal σ and τ buttons.

8.  Will appear on the LCD, followed by the sound of the pump drawing a vapor sample from the tube.

9. When the pump stops, remove the calibration tube and replace both yellow end plugs.

10. As the instrument analyses the sample:

The display will show an increasing, then flashing value for 60 seconds, followed by:

 alternating with 

11. Now use the Cal σ and τ buttons to adjust the display reading to the required concentration.

12. Press the SAMPLE button to store this calibration value. The display will show:

 followed by 

The **Formaldemeter™htV** will then switch off automatically.
The instrument has now been recalibrated.

5.5 Instrument Battery

Except for the battery, your **Formaldemeter™htV** has no user-serviceable components. It is important that no attempt is made to open the instrument other than to replace the battery. Any evidence of tampering with the instrument will invalidate the warranty. If you find that your instrument requires service or repair, please return it to the factory or an authorized PPM Service Center.

5.5.1 Low battery indicator

If appears on the display when the instrument is switched on, then the battery voltage is too low and needs replacing

5.5.2 Battery Replacement

The instrument requires a 9V PP3 / MN1604 / 6LR61 type alkaline battery.

To replace the battery:

- Remove the battery compartment cover at the bottom rear of the instrument by unscrewing the two screws.
- Attach a new battery to the connector and place the battery in the compartment.
- Secure the cover in place again with the two screws.

5.6 Cleaning the Instrument

Take care during cleaning

Under no circumstance should the **Formaldemeter™htV** be immersed in liquid. Any fluid entering the instrument will destroy the sensor and the electronic circuitry.

If the instrument's enclosure requires cleaning, it should be wiped with a damp cloth. Never use abrasive or solvent based cleaning agents.

5.7 Storage

When not in use, your **Formaldemeter™htV** should be stored in the supplied carrying case in a clean, dry environment and away from extremes of temperature.

5.8 Trouble Shooting

If display reads and will not change after 3 minutes.

The gain/amplification of the signal from the sensor is so high that the signal never falls below a certain 'threshold' to enable it to

give the ready display.

To remedy the problem a reset is needed on the instrument to erase the previous calibration.

This is achieved as follows:

- Switch instrument OFF.
- Hold both Cal buttons and at the same time switch the instrument ON.
- The display will read followed by .
- Press the Cal Up button to make the display read and then press the Sample button.
The display will then flash and then and then show .
- Turn the instrument OFF and then back ON again to complete the Reset.

The instrument is no longer calibrated and will require recalibration.

Ensure that you follow the calibration procedure in section 5.4 carefully. Ensuring that the standard has equilibrated at a stable temperature for at least 1 hour before calibrating and that the tube is not warmed excessively through handling.

The Formaldemeter™ is known to experience some cross-sensitivity by other volatile Aldehydes and Alcohols.

- Interference factors may differ between fuel cell sensor to fuel cell sensor.
- Never calibrate the Formaldemeter™ using interference gases.

Table 2: List of Known and Tested Interferents for the Formaldemeter™ htV

Gas	Concentration required to give a 1 ppm reading	Response	Removal of interfering gas using a phenol filter
Acetaldehyde	12	Linear	60%
Ethanol	24	Linear	45%
Formic Acid	26	Linear	100%
Formaldehyde	1	Linear	15%
Glutaraldehyde	7	Linear	70%
Methanol	60	Linear	30%
Phenol	7	Linear	100%
Resorcinol	250	Linear	100%

- Phenol filters are extremely efficient at removing Phenol along with other Alcohols and Aldehydes from the air.
- Phenol Filters can be fitted over the sampling nozzle of the Formaldemeter™ prior to taking a sample. PPM Technology recommends that phenol filters be changed around every 10 samples since they can become saturated which will give high readings. Phenol filters can be ordered through your distributor.
- Users should be aware that phenol filters reduce the concentration of Formaldehyde by around 10% so should only be used in conditions where there are suspected interferences.
- Please be aware that Ozone causes Formaldehyde to be broken down into Carbon Dioxide, Water and Oxygen therefore in Ozone-rich environments Formaldehyde levels can be reduced.

Research carried out under controlled conditions in an incubator set at 25°C.

A wide range of suspected interfering gases have been tested including (NH₃, CO, CO₂, NO₂, Acetone, Isobutylene) table shows only those which caused interference below LEL levels.

6.0 Terms and Conditions

6.1 Ordering Information

Address orders to:

ENMET
Attention: Customer Service Department
680 Fairfield Court
Ann Arbor, MI 48108

Email Orders: orderentry@enmet.com

Phone: 734-761-1270

Fax: 734-761-3220

You may also contact our customer service department by email info@enmet.com. MINIMUM ORDER IS \$50.00.

6.2 Delivery

Unless Seller otherwise specifies, delivery will be made: FOB Ann Arbor, MI and/or FOB Bowling Green, KY. Title and risk of loss shall pass to Buyer at that point. Shipping and handling charges will be Prepaid and Added to Buyer's invoice. Buyer may request shipping be charged to their own account with a preferred carrier. Seller shall have the right to choose means of transportation and to route shipment when specific instructions are not included with Buyer's order. Seller agrees to deliver the goods and services, within the time, in accordance with specifications, at the prices specified on the face hereof. Buyer's orders to this quotation are not subject to cancellation or deferment of delivery without indemnification of loss to the Seller resulting therefrom. Seller shall not be liable to Buyer for any loss or damage sustained on account of this delay or nonperformance due to causes beyond Seller's control and without his fault or negligence. Where performance of the terms here is contingent upon timely delivery of goods or services by the Buyer and such delivery is in default, Seller shall be indemnified for any damage or loss resulting therefrom, and/or by extension of Seller's delivery commitment, as applicable.

6.3 Payment Terms

Payment Terms are Net 30 Days from the date of shipment from Seller unless otherwise noted. All shipping and handling costs will be charged to Buyer on a Prepaid and Add basis. Buyer has the option of paying for shipping by charging its own account with a carrier

6.4 Warranty Information and Guidelines

The Seller warrants new instruments to be free from defects in workmanship and material under normal use for a period of one year from date of shipment. The warrant covers both parts and labor excluding calibration and expendable parts such as filters, detector tubes, batteries, etc. If the inspection by the Seller confirms that the product is defective, it will be repaired or replaced at no charge, within the stated limitations, and returned prepaid to any location in the United States. The Seller shall not be liable for any loss or damage caused by the improper use or installation of the product. The Buyer indemnifies and saves harmless the Seller with respect to any loss or damages that may arise through the use by the Buyer or others of this equipment. This warranty is expressly given in lieu of all other warranties, either expressed, implied or statutory, including that of merchantability, and all other obligations, or liabilities of ENMET, LLC for damages arising out of or in connection with the use or repair or performance of the product. In no event shall ENMET, LLC, be liable for any indirect, incidental, special or consequential damages or for any delay in the performance by ENMET, LLC, which may arise in connection with this equipment. ENMET neither assumes nor authorizes any representatives or other persons to assume for it any obligation or liability other than that which is set forth herein. Buyer agrees to indemnify and save harmless Seller for any damage or loss from lawsuits against Seller by reason of manufacture of sale of materials, parts, or use of processes resulting from Buyer's design specifications. Any patent, design, pattern, tool, die, jig, fixture, drawing, test equipment, or process furnished by Seller; whether possessed by the Seller before the date of this quotation, or devised or acquired by Seller during performance of the terms of this quotation, shall remain the property of the Seller except by specific stipulation on the face hereof. Seller reserves the right, without liability, for damage or loss, to destroy Buyer's drawings, specifications, patterns and special tools supplied by Buyer for performance of the terms on the face hereof, unless Buyer gives notice of the disposition of such items.

6.5 Return Policy

All returns for credit must be approved in advance by ENMET, LLC. Such returns are subject to a minimum \$50.00 or 20% restocking charge, whichever is greater. **Approval of equipment for return is totally at the discretion of ENMET, LLC.** All requests for return/exchange must be made no later 30 days of the original shipping date from ENMET. The actual amount of any resulting credit will not be determined prior to a complete inspection of the equipment by ENMET. Calibration gas cylinders cannot be returned or restocked.

7.0 Instructions for Returning an Instrument for Service

Contact the ENMET Service Department for all service requests.

Phone: 734-761-1270

Email: repair@enmet.com

Fill out the “Service Request Form” found at the end of this manual and return with your instrument for all needs. Please send your instrument for service to the site in which the product was purchased. A new “Service Request Form” may be requested if the one found in the manual is not available. All instruments should be shipped prepaid to ENMET.

Address for Service:

Michigan Location:

ENMET
Attention: Service Department
680 Fairfield Court
Ann Arbor, MI 48108

Kentucky Location:

ENMET
62 Corporate Court
Bowling Green, KY 42103

Providing the “Service Request Form” assists in the expedient service and return of your unit and failure to provide this information can result in processing delays. **ENMET** charges a one hour minimum billing for all approved repairs with additional time billed to the closest tenth of an hour. All instruments sent to **ENMET** are subject to a minimum evaluation fee, even if returned unrepared. Unclaimed instruments that **ENMET** has received without appropriate paperwork or attempts to advise repair costs that have been unanswered after a period of 60 days may, be disposed of or returned unrepared COD and the customer will be expected to pay the evaluation fee. Serviced instruments are returned by UPS/FedEx Ground and are not insured unless otherwise specified. If expedited shipping methods or insurance is required, it must be stated in your paperwork.

NOTE: *Warranty of customer installed components.*

For Warranty Repairs, please reference **ENMET's** “Warranty Information and Guidelines” (found earlier in this section).

Mailing/Shipping Address:

ENMET
680 Fairfield Court
Ann Arbor, MI 48108
repair@enmet.com



Phone: 734.761.1270
Fax: 734.761.3220

Service Request Form

Product Name or Number:

Product Serial Number:

Describe Problem or Needed Service:

Warranty Claim? Yes No

CUSTOMER INFORMATION

Billing Address:

Shipping Address:

Contact Name: _____

Phone #: _____

Email: _____

Fax #: _____

PO/Reference

#: _____

PAYMENT METHOD

- COD VISA/MasterCard American Express

Card Number

Exp. Date

Security Code:

Name as it Appears on

Card: _____

RETURN SHIPPING METHOD

- UPS Ground UPS 3 Day Select UPS Next Day Air UPS ND Air Saver UPS 2 Day Air

UPS Account #: _____

- FedEx Ground FedEx Air Express Saver FedEx Air Overnight Std. FedEx Air 2 Day FedEx Air Overnight P-1

FedEx Account #: _____

Insure Shipment: Yes No

Insurance \$
Amount: _____