

SERVICE ORDER FORM

Company Name:		Special Instructions:
Your Contact Information		
Name:		
Phone:		
Fax:		
Email:		

B&K Sales Eng.	
Your Ship to:	Your Bill to:

<u>Calibration Certificate Address</u>	<u>Certificate Copy Preference</u>
	<input type="checkbox"/> PDF Copy <input type="checkbox"/> Hard Copy
	Email Address to Send PDF copies

Part Number	Serial Number	Calibration			Repair	Other	Price	Comments
		Accredited (A2LA)	Trace (NIST)	Interval				
		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			
		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			
		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			
		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			
		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			
		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			
		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			
		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			
Total Price:								

***All items that are returned "as is" are subject to an evaluation fee.**



WI09-S171 Service Order Form
 Issued 20130118/ws-Rev 20140210-Rev 2

Service Department
 2815-A Colonnades Court
 Norcross, GA 30071
 (800) 332-2040 Fax (770) 447-4033

Return Shipping Instructions

Preferred Shipping Carrier: In House				
Your Account #	Next Day <input type="checkbox"/>	2 Day <input type="checkbox"/>	3 Day <input type="checkbox"/>	Ground <input type="checkbox"/>
Use Bruel & Kjaer Account	Next Day <input type="checkbox"/>	2 Day <input type="checkbox"/>	3 Day <input type="checkbox"/>	Ground <input type="checkbox"/>
Requested Return Ship Date:	ASAP <i>Not less than 10 working days @ B&K</i>			

Payment Method

Buyer Telephone →		Buyer e-mail →	
Credit Card	<input type="checkbox"/>	Please do not include Credit Card details on this form. We will contact you for this information.	
Purchase Order	<input type="checkbox"/>	PO#:	Amount Authorized:
Contract	<input type="checkbox"/>		
Warranty	<input type="checkbox"/>		

Additional Comments

Additional Instrument Information

Part Number	Serial Number	Calibration			Repair	Other	Price	Comments
		Accredited (A2LA)	Trace (NIST)	Interval				
		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			
		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			
		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			
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		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			
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		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			
		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			

					Total Price:		
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Service Order Form Instructions

In order to make sure your Order is handled in the most expeditious manner, the following procedures must be followed and payment information must be provided.

1. Enter complete company name, address and all requested contact Information
2. Complete the **Bill to** and **Ship to** fields. These fields should match the **Bill to** and **Ship to** on the Purchase Order.
3. Calibration Certificate Address – Indicate address that you would like on the calibration certificate(s).
4. Calibration Certificate Preference – Indicate whether you would like a pdf, hard copy or both of your calibration certificates. Also specify email address to send pdf copies.
5. For each item requiring Service or Calibration, enter the Part Number and Serial Number and the type of Service or Calibration to be performed. The options for Service or Calibration are:
 - a. Accredited Calibration - The Bruel & Kjaer North American Service Center is accredited by American Association of Laboratory Accreditation (A2LA). Accredited Calibration complies with ISO/IEC 17025 and registrar requirements by a facility. An Accredited Calibration includes a Certificate of Calibration with A2LA Accreditation Logo and the associated data. The A2LA accredited calibration is required by many Automotive, Telecom and Aerospace manufacturers and sub-suppliers.
 - b. Traceable Calibration – Instrument Calibration traceable to the National Calibration Institutes. Calibration includes a Certificate of Calibration and the associated calibration data. (ie, NIST, DPLA, etc)
 - c. Repair – Check this box if the instrument is sent in for service is in need of repair because it is not functioning or is out of specification.
 - d. Other – Should be used when the Services required are not covered by Calibration or Repair. For example if the item is being sent in as a trade-in instrument or for Warranty Repair evaluation.
 - e. Comments - Should be used to add any other comments that the service department should be aware of on that particular instrument.
 - f. Please note that all items that are returned “as is” are subject to an evaluation fee.
6. Enter a time period, i.e. 6 months, 1 year in the Interval period column for each instrument. The interval period is the time interval the customer uses for performing calibrations on that particular instrument. 1 year is a common period used by many Quality Control Departments. 1 year is also the Bruel & Kjaer recommended time period. This field should be completed for all instruments being sent in for Service and Calibration.
7. Complete the return shipping instructions by entering a customer account number (Fed Ex or UPS) and shipping priority (Overnight, 2 Day, Red, Blue, etc). If you would like Bruel & Kjaer to ship the instrument and bill the charges on the order to the PO or Credit Card then enter the priority (Next Day, 2 Day, 3 Day) on the “Use Bruel & Kjaer Account” line.
8. Call, email or fax the form to the Bruel & Kjaer Service Department for pricing information.
9. Once the pricing is received complete the remaining section “Payment Method”. This Payment Method information is required to process any service order. If you select a credit card payment, we will contact you to obtain necessary Credit Card Information when the order is processed. Email, fax or send the completed Expedite Form in with the instruments. The address to ship the form and instruments is:

Bruel & Kjaer
Service Department
2815 Colonnades Court
Norcross, GA 30071
Phone: (800) 332-2040
Fax: (770) 447-4033
Email: bkservice@bksv.com