



# Factory Authorized Service Center for Mid-West Instruments

# Service/Repair Order Form

27180 SW 95<sup>th</sup> Ave #3370  
 Wilsonville OR 97070  
 (503) 570-8689  
 (503) 570-8780 fax

Company Name	Phone	Date	
Return Address	City	State	Zip
Contact Name	Fax	Email	

Service	Price Ea.	Qty	Initial to Authorize
<b>Re-Certification ( 2-3 days )</b> Verify instrument is in calibration, affix calibration certification label, provide calibration certificate and issue test report with gauge reading.	\$ 80.00		
<b>Clean/Correct</b> Minor repairs/cleaning to correct any minor problems found which limits ability to calibrate. If after performing minor repairs/cleaning the unit still fails we will credit this fee if you choose to repair the unit with us.	Up to \$50.00		
<b>Standard Repair - Include Repair Request Questionnaire</b> Includes re-certification, requiring (any or all) cleaning, recalibration, lens, fitting and/or valve replacement, diaphragm replacement.	\$ 250.00		
<b>Rebuild - Include Repair Request Questionnaire</b> Includes re-certification, complete rebuild parts & labor	\$ 400.00		
<b>Expedite Fee</b> Contact us for availability and price	Call for Quote		

<i>Shipping &amp; Handling</i>	Subtotal	\$ _____
\$15.00 for UPS Ground <b>OR</b> \$45.00 for UPS Next Day Return	<i>Shipping &amp; Handling</i>	\$ _____
	<i>Sales Tax (WA/ID)</i>	\$ _____
	<b>Total</b>	\$ _____

**Payment Method:** [ ] VISA [ ] M/C [ ] AmEx

Card# \_\_\_\_\_ Exp Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

Name on Card: \_\_\_\_\_ Signature for Charges: \_\_\_\_\_

**Fax your order form to (503) 570-8780 and include a copy with your unit.**

Shipping Instructions: Please box unit in a slightly oversized box with sufficient packing. Mark the outside of the box with your company name. In most cases this will be the box your unit will be returned in. It must protect your unit from any damage during shipping. Remove any adapter connection fittings or tools from your unit. They are not needed for calibration. Make sure all hoses, gauges, etc. required for operation are included. Filters must be in the unit when received or Mid-West 5 year warranty is void. Please include your completed order form. Indicate if any known repairs are needed or if abnormal service conditions were experienced.

### Ship Unit Prepaid to:

**Proctor Sales, Inc., 27180 SW 95<sup>th</sup> Ave., Ste. 3370, Wilsonville, OR 97070**



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# Repair Request Questionnaire

Complete this form if your kit doesn't work or is broken

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Date \_\_\_\_\_

Customer Name \_\_\_\_\_

Contact Phone Number \_\_\_\_\_

## Common Problems (check box if applicable)

- The pointer doesn't move
- Pointer movement is jumpy
- Water is leaking from the test kit
  - from valves
  - from body
  - from calibration adjust screw
  - from plumbing
  - from hoses
  - from filter
- Water constantly runs out of the low hose when high hose is connected and high and low valves are closed.
- Cracked lens
- Gauge front has water inside
- "Every backflow preventer I test fails testing"

## Notes about your test kit

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Include this completed questionnaire with your order form.