This is the instruction for the form "Order Repair Service & SCS Calibration Certificate" *(947-FO-0031-E*).

One form "Order Repair Service & SCS Calibration Certificate " *(947-FO-0031-E)* must be completed for each case/package and its contents. The completed form must be enclosed with the order.
Wyler AG will start working on the order (repair or SCS calibration certificate) after receipt of the completed form. It is not necessary to fill in all the data. However, the more data that can be seen in the form, the more efficiently an order can be carried out.

1 Contact details

The contact details are entered here.
WYLER AG will send queries, cost estimates and order confirmations to these contact details.

2 Product information

All information concerning the units is entered here.
Example: *(filled in information is marked blue)*

2. Product information: *Enter all units and accessories of the set.*

No	Product name / type *(Model)*	Product number *(Art. No.)*	Serial No.	No repair required
1	BlueLEVEL	016S150-122-001	Y3548	☒
2	BlueLEVEL	016S150-247-001	W1240	☐
3	BlueMETER Sigma	016F004-002	W1543	☐
4				☐
5				☐
6				☐
7	Accessories *(e.g.: cables)*	2x Cable 2.5m 065-025-878-001 1x Zapper 016-005-005		☐ ☐ ☐ ☐ ☐ ☐
8	Case / Wooden case	☒Yes ☐No		☐

Units/products with a Serial No. are entered at No 1-6.

The remaining accessories are entered at No 7. Enter the article number if it is known.

At No. 8 enter whether a case was also sent.

If these lines are not sufficient, please fill out a second form.

Information on the device/product name *(Model)*, product number *(Art. No.)* and serial no. *(Serial No.)* can be found on the type plate.

In the "No repair required" column, you can specify, which device should not be repaired.

Example type plate

3 Error description

In the error description, state the defect that has been detected.
Example: *(filled in information is marked blue)*

3. Error description:

No	Description of the error	Frequency	
2	BlueLEVEL switches off automatically after being switched on	☐ Always	☒ Sometimes
3	Display defect	☒ Always	☐ Sometimes
7	Cable, plug defective	☒ Always	☐ Sometimes
		☐ Always	☐ Sometimes
		☐ Always	☐ Sometimes
		☐ Always	☐ Sometimes

Field No.:
The No from "2. Product information" are taken over.

Field Description of the error:
Short description of the defect/error/misbehaviour.

Field Frequency:
Please tick how often the error occurs.

If an accessory such as a cable is defective, No 7 is entered.
In this example, "Cable" is noted in the field Description and the corresponding description of the defect.

4 Desired order type

Select which type of order and the work to be carried out (valid for all products/units of this order).
Products/units without defect will not be charged.

Only one type of order can be selected, «Flat-rate repair», «Detailed cost estimate» or «SCS calibration certificate „as found“» can be selected. A combination of these 3 order types is not foreseen. However, it is possible to select all chargeable options of one order type.
Example: *(filled in information is marked blue)*

4. Desired order type: *Only one order type (flat-rate rep, det. cost estimate or SCS cert.) can be selected.*

Order type	Chargeable options
☒ **Flat-rate repair** • Flat-rate prices • Best possible delivery time • No cost estimate • 1 year warranty on the entire repaired devices	☐ SCS calibration certificate „as found“ *SCS calibration certificate before analysis & repair* ☒ SCS calibration certificate „as left“ *SCS calibration certificate after repair* ☐ Detailed repair report
☐ **Detailed cost estimate** • Flat rate for detailed cost estimate *(flat rate is charged in any case)* • Unit is opened for the cost estimate • Individual cost estimate • Individual price • Increased turnaround time for repair • 1 year warranty on the replaced parts	☐ SCS calibration certificate „as found“ *SCS calibration certificate before analysis & repair* ☐ SCS calibration certificate „as left“ *SCS calibration certificate after repair* ☐ Detailed repair report
☐ **SCS calibration certificate „as found“** • No repair is carried out	

4.1 Flat-rate repair

In the case of a flat-rate repair, the repair is carried out at a flat rate.

The price (total) is calculated from the sum of the flat rate repair prices of the individual units. Only units/devices that are defective and are repaired will be invoiced.
You will receive an order confirmation for the flat-rate repair directly. No cost estimate is made. This shortens the turnaround time of the whole repair process.
Wyler AG expressly reserves the right to declare units as "not repairable" in exceptional cases (e.g.: total loss, damage too big, housing completely warped). The same applies to units for which spare parts are no longer available. In these cases, WYLER AG will consult with the customer.

4.1.1 Options

The following options are available. Extra charges apply for all options.

SCS calibration certificate „as found“
The inclinometer must be functional.
A reversal measurement to eliminate the zero point error (ZERO-OFFSET) of the inclinometer must be carried out first. The SCS calibration certificate is issued directly afterwards, before any repair (or further intervention in the inclinometer) is started.

If, according to the SCS calibration certificate „as found“, all measured values/deviations are already within the specified tolerance, the customer will be consulted regarding further procedures and possible further repairs.

SCS calibration certificate „as left“
An SCS calibration certificate will be issued after the repair has been carried out.

Detailed repair report
The detailed repair report describes the defects found in the unit (inclinometer) and the repair work subsequently carried out. The repair report is created after the repair has been completed.

4.2 Detailed cost estimate

With the detailed cost estimate, the units/devices are first analysed. Based on this, you will receive an individual cost estimate showing which repairs need to be carried out.

Attention: The units/devices must be opened for a detailed cost estimate.

You must approve / order this individual cost estimate before we start the repair.
A flat rate will be charged for the detailed cost estimate. This flat rate must be paid in any case.

The turnaround times of a repair are higher for the «Detailed cost estimate» than for a «Flat-rate repair».

Wyler AG reserves the right to declare measuring instruments, for which the repair costs exceed 65% of the current list price, as "Not repairable". The same applies to measuring instruments where spare parts are not anymore available. In these cases, WYLER AG will consult with the customer.

If no order is placed within 90 days of the issue of the individual detailed cost estimate, all expenses (cost estimate, any SCS calibration certificate, transport and other expenses and fees) will be invoiced. After receipt of the invoice amount, the measuring instruments will be returned.

4.2.1 Options

The following options are available. Extra costs apply for all options.

SCS calibration certificate „as found“
This option is performed before the detailed individual cost estimate will be prepared.
The inclinometer must be functional.
A reversal measurement to eliminate the zero point error (ZERO-OFFSET) of the inclinometer must be carried out first. The SCS calibration certificate is issued directly afterwards, before any repair (or further intervention in the inclinometer) is started.

If, according to the SCS calibration certificate „as found“, all measured values/deviations are already within the specified tolerance, the customer will be consulted regarding further procedures and if an individual detailed cost estimate is still required.

SCS calibration certificate „as left“
An SCS calibration certificate will be issued after the repair has been carried out.

Detailed repair report
The detailed repair report describes the defects found in the unit (inclinometer) and the repair work subsequently carried out. The repair report is created after the repair has been completed.

4.3 SCS calibration certificate „as found“

The inclinometer must be functional.
A reversal measurement to eliminate the zero point error (ZERO-OFFSET) of the inclinometer must be carried out first. The SCS calibration certificate is issued directly afterwards.
No repair will be carried out.

Measured values may be outside the specified tolerances.

4.4 SCS calibration certificate for third party products

Third party products are all inclinometers, spirit levels and inclinometer sensors that were not manufactured by WYLER AG.

Only the SCS calibration certificate „as found“ is available for third party products.
WYLER AG does not carry out repairs on third party products.

5 Address for SCS calibration certificate

Enter the address to which the SCS calibration certificate is to be issued.

Enter the email address to which the SCS certificate, as a PDF document, shall be sent.
SCS certificates are only sent in electronic form to the email address specified in this section.

Example: (inserted information is marked in blue)

5. Address for SCS calibration certificate: *If an SCS calibration certificate has been selected.*

Address to which the SCS calibration certificate is to be issued:	WYLER AG Im Hölderli 13 8405 Winterthur Switzerland
Email address: *(For the transmission of the SCS certificate)*	wyler@wylerag.com

6 Comments

Box for remarks and additional information.
(Please state here if you are requesting a quote in advance for a flat rate repair.)

7 Date / Signature

Enter the date and your name.

8 Case examples

8.1 Example 1

No cost estimate is provided in advance

Possibility if:

- A repair as fast as possible is desired
- The price should already be known before sending in the repair
- The simplest possible handling is desired
- Optionally, SCS certificates "as found" & "as left" as well as a detailed repair report can be selected. *(No option is selected in the example)*

Order type	Chargeable options
☒ **Flat-rate repair** • Flat-rate prices • Best possible delivery time • No cost estimate	☐ SCS Kalibrier-Zertifikat „as found“ *SCS certificate before analysis & repair* ☐ SCS Kalibrier-Zertifikat „as left“ *SCS certificate after repair* ☐ Detaillierter Reparatur Rapport

8.2 Example 2

A cost estimate is provided in advance

Possibility if:

- A cost estimate is desired in advance *(The cost estimate must be approved before the start of the repair)*
- The turnaround time does not play an overriding role
- Optionally, SCS certificates "as found" & "as left" as well as a detailed repair report can be selected. *(No option is selected in the example)*

☒ **Detailed cost estimate** • Flat rate for detailed cost estimate *(flat rate is charged in any case)* • Unit is opened for the cost estimate • Individual cost estimate • Individual price • Increased turnaround time for repair	☐ SCS Kalibrier-Zertifikat „as found“ *SCS certificate before analysis & repair* ☐ SCS Kalibrier-Zertifikat „as left“ *SCS certificate after repair* ☐ Detaillierter Reparatur Rapport

8.3 Example 3

No cost estimate is provided in advance

Possibility if:

- Only a SCS certificate "as found" is desired
- If measured values are outside the specified tolerances, the customer will be consulted as to whether a repair should be carried out. In case of a repair and subsequent SCS "as left", 2x SCS will be charged.
- All units of the set are in perfect condition

Note:

- Experience shows that only at approx. 20% of the units sent in all measured values are still within the specified tolerances.

☒ **SCS calibration certificate „as found“** • No repair is carried out	

8.4 Example 4 *A cost estimate is provided in advance*

Possibility if:

- Only a SCS certificate is desired, but it should be ensured that all measured values are within the specified tolerances
  (The cost estimate must be approved before the start of the repair/SCS)

☒ **Detailed cost estimate** • Flat rate for detailed cost estimate *(flat rate is charged in any case)* • Unit is opened for the cost estimate • Individual cost estimate • Individual price • Increased turnaround time for repair	☐ SCS Kalibrier-Zertifikat „as found“ *SCS certificate before analysis & repair* ☒ SCS Kalibrier-Zertifikat „as left“ *SCS certificate after repair* ☐ Detaillierter Reparatur Rapport

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