

BULLETIN # B001

PACKAGING YOUR PROCESSOR FOR SHIPPING

We recommend insuring the processor when shipping it. This insurance is available through UPS and Federal Express and other carriers at minimal cost. If you are unsure of the amount of insurance to secure, please call us. We will be happy to quote you current replacement value.

Packaging tips for the CPE, CPA, CPP model processors, and the lower heads of the ATL model processors.

1. Place the motor unit or lower-head inside of a plastic bag. This will prevent any of the packaging material from entering the housing or external devices.

2. Using newspaper or packing Styrofoam peanuts, pack the motor unit or lower-head inside of a large enough box with a generous amount of the packing peanuts surrounding it so the lower-head is not loose inside of the box. It is recommended that the lower-head be placed upside down, so the weight is on the top of the head.



ATL 1000 PACKAGING TIPS

ATL 1000 processors should be shipped back in their original cartons, without drums, reels or hoses. If the original box has been discarded the unit should be packed in a box with 2 inches of Styrofoam material packed securely and completely around the unit. Do not return drums, reels or any other accessories as they may damage the unit in transit. It is strongly recommended that you insure the processor with the carrier.

WARNING: Thoroughly drain you processor before packing ! Tilt the unit up and to the left to drain residual water from the upper left hand corner of the trough.

Packaging tips for an ATL Upper-head with electronics, lift arm

1. Secure the drain arm in the rear position with a rubber band or tape.

2. Place the upper-head inside of a plastic bag. This will prevent any packing material from entering the housing.



3. Using newspaper, Styrofoam packing peanuts, or bubble wrap, pack the upper-head inside of a large box with a generous amount of the packing surrounding the upper-head so it won't be loose inside of the box. It is recommended that the upper-head be placed upside-down, so the weight is on the top of the head.



Packaging tips for the CPE, CPA CPP and automatic motor units or lower heads for ATL processors.

1. Place the motor unit or lower-head inside of a plastic bag. This will prevent any of the packaging material from entering the housing or external devices.

2. Using newspaper, Styrofoam peanuts, or bubble wrap, pack the motor unit or lower-head inside of a large enough box with a generous amount of the packing peanuts surrounding it so the lower-head is not loose inside of the box. It is recommended that the lower-head be placed upside down, so the weight is on the top of the head.



Other Information about your repair

If you have been given a "Return Authorization" number, please write the RA number on the outside of the box in large lettering.

Please enclose a detailed description of the problems you have been experiencing with your equipment. Include your daytime phone number so we may contact you with estimate information or questions about your repair.

We will assume you require an estimate if not otherwise stated in your letter. There is a Labor tear-down fee charged to cover labor costs on denied estimates. The labor tear-down fee is specific to the model. If you would not like us to prepare an estimate for the cost of repair, please pre-approve a specified dollar amount.

We will bill all repair labor and parts charges to your account if you have open terms with us. Otherwise, we can ship C.O.D., or bill your Visa, MasterCard or American Express.