



**CP-10
Control Panel
Operation and Maintenance Manual**

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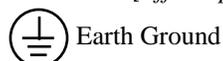
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Reference Information:

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.]



Earth Ground

1.0 Introduction

The **CP-10** Control Unit can monitor one channel of gas detection when connected to a Sensor Transmitter(S/T). The **CP-10** is *NOT* in an enclosure rated for use in a Class I, Div. 1, Groups B, C, D classified area and *cannot* be installed in a hazardous location.

Features of the **CP-10**:

- continuous monitoring of the target gas and continuous LCD display of gas and vapor concentrations
- menu driven operational and maintenance controls
- audio and visual alarms indicate unsafe conditions
- alarm relay contacts available on terminals
- a fault relay and visual fault alarm
- alarm acknowledgement capability including audio defeat
- mA outputs for target gas

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

1.1 Unpack

Unpack the **CP-10** 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 **CP-10** is received as ordered. Each **CP-10** is labeled with its target gas. 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 **CP-10** is serialized. These numbers are on tags on the equipment and are on record in an **ENMET** database.

2.0 Components of the CP-10

2.1 CP-10 elements

See Figure 1 for location of elements:

Feature	Description
Enclosure	A polycarbonate box, approximately 7 x 5 x 3, with a detachable front cover. 4 holes for mounting the enclosure to a vertical surface. Located at the corners of the bottom of the enclosure, directly beneath the 4-front cover retaining screws. See Figure 3
Front Cover	Detachable front cover of CP-10 with Display Panel. See Section 2.2 and Figure 1 There are 4 Screws that hold the front cover in place.

2.2 CP-10 Operational Features

The Display Panel is attached by a cable and is released by unscrewing the 4 screws located in the corners. After releasing the panel, it is swung upward, exposing the interior of the enclosure. See **Figure 1** for location of features.

Feature	Description
Display	A single line, 8-character LCD with backlight. Indicates the level of gas detected by sensor. The numerical value of gas concentration and other information is displayed.
Audio Alarm(Horn)	Audio alarm (105 dB at 30cm/12in). The audio alarm is activated when the unit is in alarm.
Visual: Indicators and Alarms	LED indicators: Power / Fault Indicator LED, Green / Red Alarm (3) Indicator LED, Red
Membrane Switches	2 Pushbutton Switches on front panel, control the instrument maintenance functions. The pushbutton switch locations are indicated by: MENU: Advances the instrument display through operation information and maintenance menus SELECT: Disables audio alarm temporarily and Selects the maintenance menu operations. See Section 4.0 and 5.0 for operational and maintenance flow charts.

Three alarm points are preprogrammed into the **CP-10**. At each alarm point, an LED on the front panel is activated. There are 4, 10 Amp relay contacts at each alarm point, plus a fault relay. See Section 3.2 for wiring information.

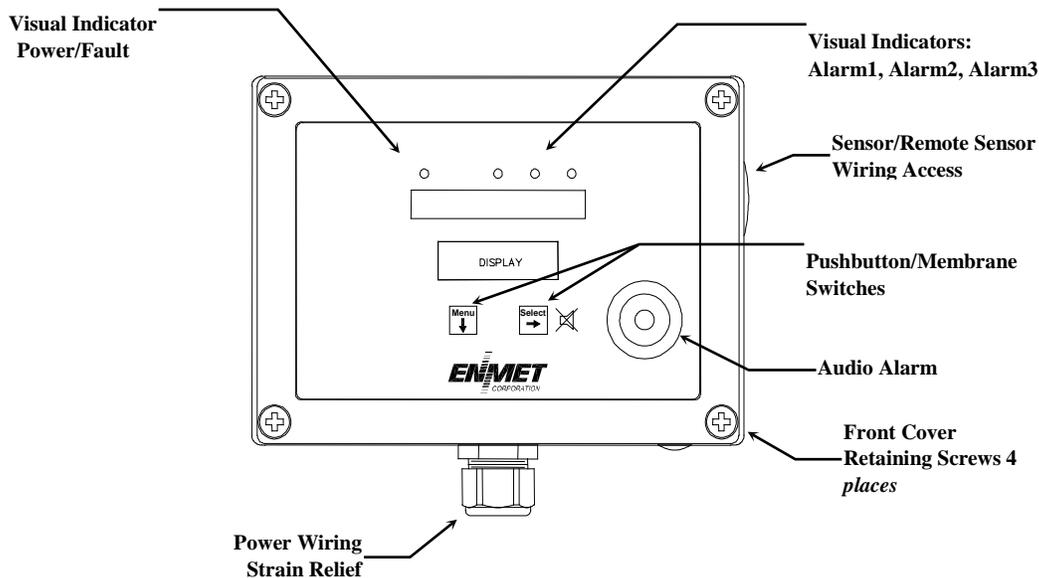


Figure 1: External CP-10 Features

3.0 Installation of the CP-10

The CP-10 is supplied with a strain relief for a power line cord. Use this fitting or connect a conduit fitting when supplying power to the unit.

NOTE: This control panel is NOT rated for hazardous locations. The control panel must be in a Non-Hazardous area.

3.1 Mounting CP-10

Mount the CP-10 instrument on an appropriate vertical surface, leaving room for lid to be opened, using the mounting holes provided. Avoid areas with excessive vibration or temperature extremes. The holes in the bottom of the enclosure are 0.18 inch in diameter and form a 6.44" x 4.47" rectangle. See Figure 3

It is recommended to use #8 drywall anchors and screws for mounting the CP-10 to a drywall/sheetrock surface.

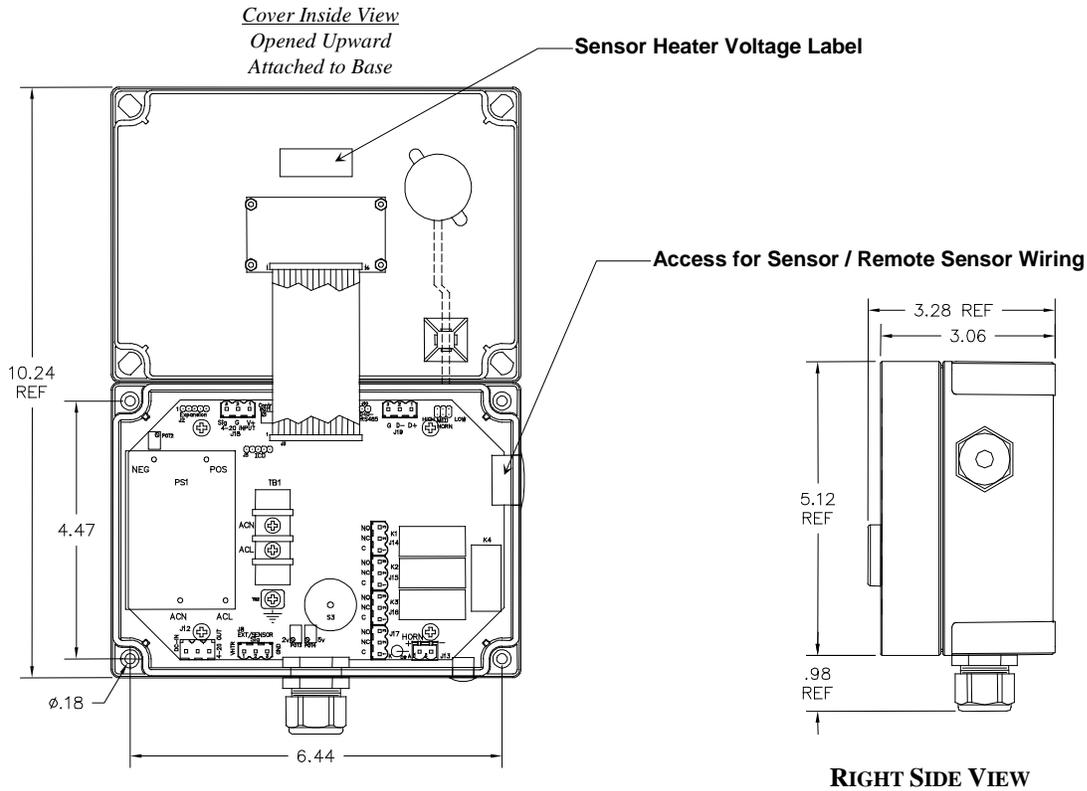


Figure 3: Mounting CP-10

3.2 Sensor/Transmitter Connection

Sensor/Transmitters are connected to the **CP-10** control unit with two or three-conductor wiring, use the correct oil tight fitting. Size of wire depends on the distance between the sensor/transmitter and the control unit. See Recommended Wire Gauge Table below.

2 Wire for Sensors/Transmitter		3 Wire for Sensors/Transmitter	
Position	Function	Position	Function
1, V+	Power +24 VDC	1, V+	Power +24 VDC
2, G	Not Used	2, G	Power Ground
3, Sig	Signal/Return to Ground	3, Sig	Signal

Recommended Wire Gauge

Distance from Sensor to Control Unit	Recommended Wire Gauge
< 500 feet	16 AWG
501 – 800 feet	14 AWG
Longer Distances	Contact Factory

NOTE: Sensor Location

Gases have different densities. Some are heavier than air and concentrate at the bottom of a space. Some are lighter than air and gather at the top. Consider the density of the gas you want the sensor to detect when you install the sensor. Some examples are given below.

Heavier than Air Gas	Sensor Location
Bottled LP (liquefied petroleum)	Interior wall; 18-24" from floor. DO NOT locate directly above or beside gas appliances (ovens, heaters). Avoid locating anywhere near a vent or window or near an outside doorway.
Propane	
Butane	
Gasoline	
Trichloroethylene	
Vaporized hydrocarbons	
Hydrogen sulfide	
Lighter than Air Gas	Sensor Location
Natural gas (methane)	Near ceiling.
Ammonia	DO NOT locate directly above appliances where it is subject to direct exposure to heat or steam.
Hydrogen	
Same Density as Air Gas	Sensor Location
Carbon Monoxide	4-6 feet above the (generally uniform) floor. DO NOT locate in direct air currents of windows, doors, or vents.

If you have a question involving the location of a unit or sensor, please contact your distributor or **ENMET** personnel. A technician will analyze the question and recommend a location.

3.3 Relay Contacts

Relay contacts are available for each alarm; these are SPDT, rated at 10Amp at 110VAC, and may be latching or non-latching as required by the application.

They are accessed on the terminals next to each relay see **Figure 5**. The contact positions are noted on the circuit board next to each terminal.

The following table is for the relays in their un-energized state. This is also the alarm condition state. Non-failsafe configured relays in the alarm state, are the reverse of the PC board labeling. Note that the Fault(FLT) relay cannot be set to operate in a Non-Failsafe mode. Please see **Table 1** below:

Table 1: Relay Failsafe Settings

Alarm	Position	
Alarm 1	J14 (K1) Relay 1 - NO	Normally Open
	J14 (K1) Relay 1 - NC	Normally Closed
	J14 (K1) Relay 1 - COM	Common
Alarm 2	J15 (K2) Relay 2 - NO	Normally Open
	J15 (K2) Relay 2 - NC	Normally Closed
	J15 (K2) Relay 2 - COM	Common
Alarm 3	J16 (K3) Relay 3 - NO	Normally Open
	J16 (K3) Relay 3 - NC	Normally Closed
	J16 (K3) Relay 3 - COM	Common
Fault Alarm	J17 (K4) Relay 4 - NO	Normally Open
	J17 (K4) Relay 4 - NC	Normally Closed
	J17 (K4) Relay 4 - COM	Common

These relay contacts can be used to operate auxiliary alarms or other functions. The relay contacts are DRY, power must be supplied. It is recommended that power for auxiliary equipment be supplied from an independent power source separate from the **CP-10**. Use the existing hole in the enclosure for wire to enter and exit and use appropriate cable fittings. Wiring should be grouped together, VAC wires should be separated for VDC wires.

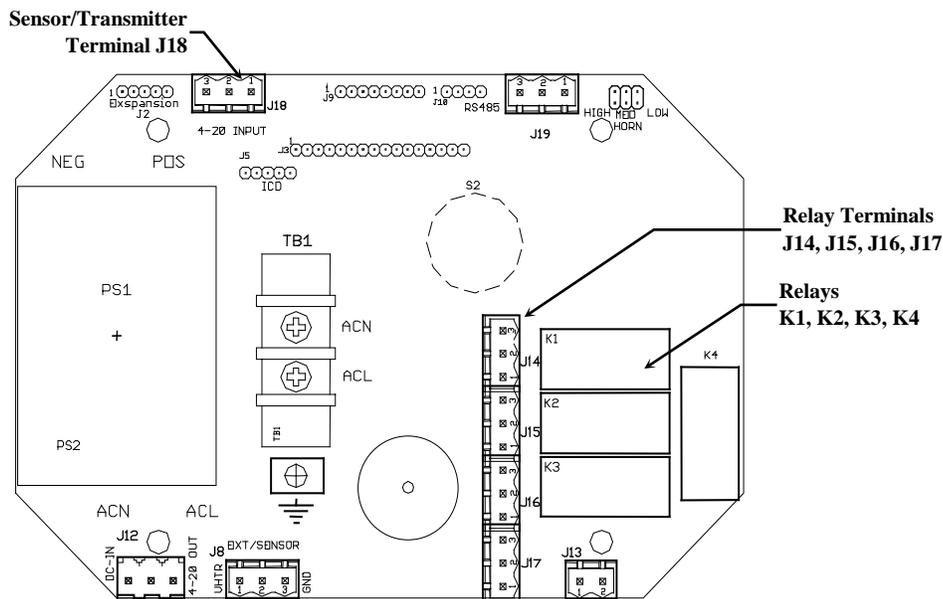


Figure 5: Relay Terminal Connections CP-10

4.0 Operation

When the **CP-10** is installed as described in **Section 3**, and in clean air, the POWER green LED is on, the display is lit and the information on the display is measurement of the target detected by the **CP-10**. The red alarm and fault LEDs are not lit.

4.1 Start Up CP-10

When the **CP-10** is first powered up, it goes through a series of momentary screens, which identify the instrument model number, serial number and software revision. After all the momentary screens have been displayed, the instrument arrives at the Main Gas Display showing the gas concentration and unit of measurement in ppm, % or %LEL.

Depending on transmitter configuration and calibration condition, the furthest right character in the display may flash a letter indicating the instrument status. See the Section 4.1.1 below

4.1.1 Typical Start Up

When power is supplied to the **CP-10**, the instrument will display the following sequence of information:
Typical start up sequence of information displayed.

Example of Typical Start Up Display	Function
CP-10	The instrument: Model CP-10
<i>Example for reference only</i> 130-1256	The instrument: Serial Number
<i>Example for reference only</i> S/W X.X	The instrument: Software Revision
IF the right most character is a flashing W OppW	The instrument is in Warm-up mode This should last about 1 minute The Signal Output is held at 4mA during warm-up
Oppm 20.9% OLEL	The instrument: Normal Display Mode Measurement of the target gas PPM Parts Per Million % Percent by Volume LEL Lower Explosive Limit F Fault, Sensor/Transmitter is not connected or wiring is not correct

NOTE: Software revision may cause variations of display output.

4.2 Normal Display Mode

When the **CP-10** is installed as described in section 3, the POWER green LED is on, the display is lit and the measurement designator: ppm, LEL or % is displayed by the **CP-10**. The red alarm and fault LEDs are not lit.

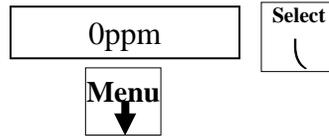
To advance through displays of operational information press the **MENU** button.

NOTE: *Software revision may cause variations of display output.*

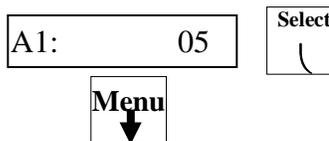
See sequence of operational information below:

Example:

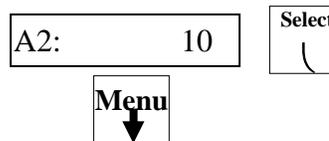
Display Measurement of the target gas
Press **MENU** button



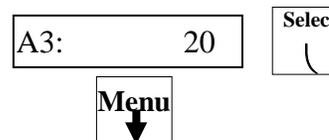
Display indicates Alarm 1 Set point
Press **MENU** button



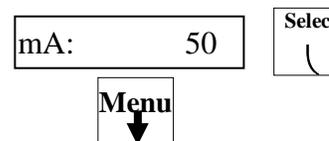
Display indicates Alarm 2 Set point
Press **MENU** button



Display indicates Alarm 3 Set point
Press **MENU** button



Display indicates mA Span range (Full Scale)
Press **MENU** button



Display returns to gas measurement

Operational Display Flow Chart

4.2.1 Alarm Conditions CP-10

There are three alarm set points available. These alarm points are normally set at established safety levels, such as the OSHA Permissible Exposure Limit (PEL) for toxic gases or recognized standards below the Lower Explosive Limit for combustible gases.

The alarm set points can be changed within limits; see the maintenance section of this manual for the procedure.

When the Oxygen, Toxic or combustible gas concentration reaches the alarm set point, the associated red LED is lit, the associated relay changes state, and the audio alarm is activated.

Pressing the **SELECT** button can temporarily disable the Audio Alarm. The horn will be disabled for about five minutes. If a second alarm condition occurs during this time the horn will re-activate. If the alarm condition(s) have ended during this time the horn will not re-activate.

5.0 Maintenance

The **CP-10** maintenance menus that are accessed by pressing the **MENU** button and **SELECT** button as described in the maintenance menu section.

5.1 Maintenance Menus

Pushbutton switches control the **MENU** and **SELECT** functions. The **MENU** and **SELECT** button locations are indicated on the display panel, see **Figure 1**. The **MENU** button is used to display the various menu options and make incremental changes to numbers such as alarm points. The **SELECT** button is used to select the option and move the cursor.

To enter the maintenance menu, press and *hold* the **MENU** button for 2 to 4 seconds

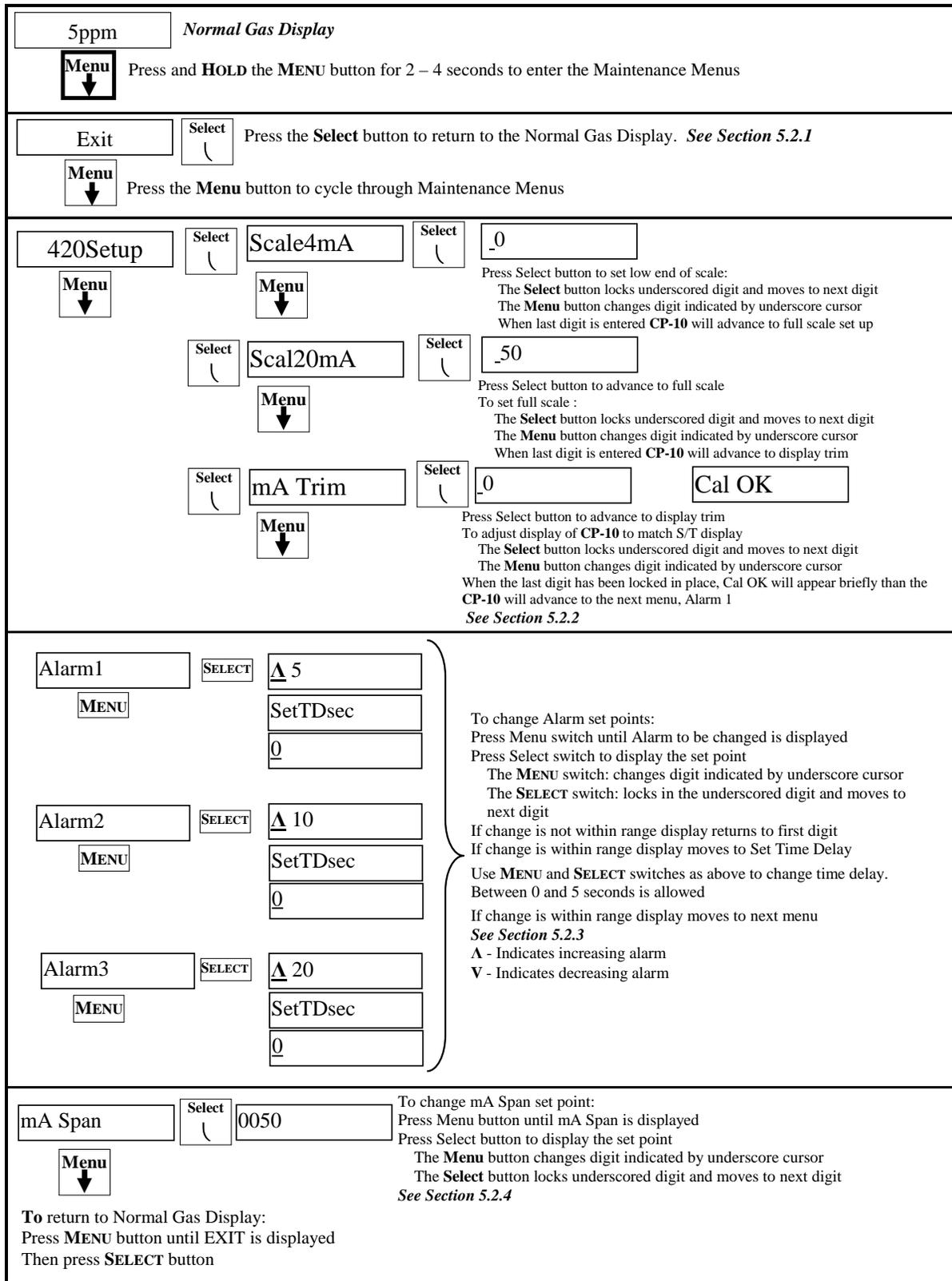
Table 2 indicates the maintenance menu sequence see **Figure 6** for a detailed maintenance menu flow chart.

NOTE: Software revision may cause variations of display output.

Table 2: CP-10 Maintenance Menus Sequence

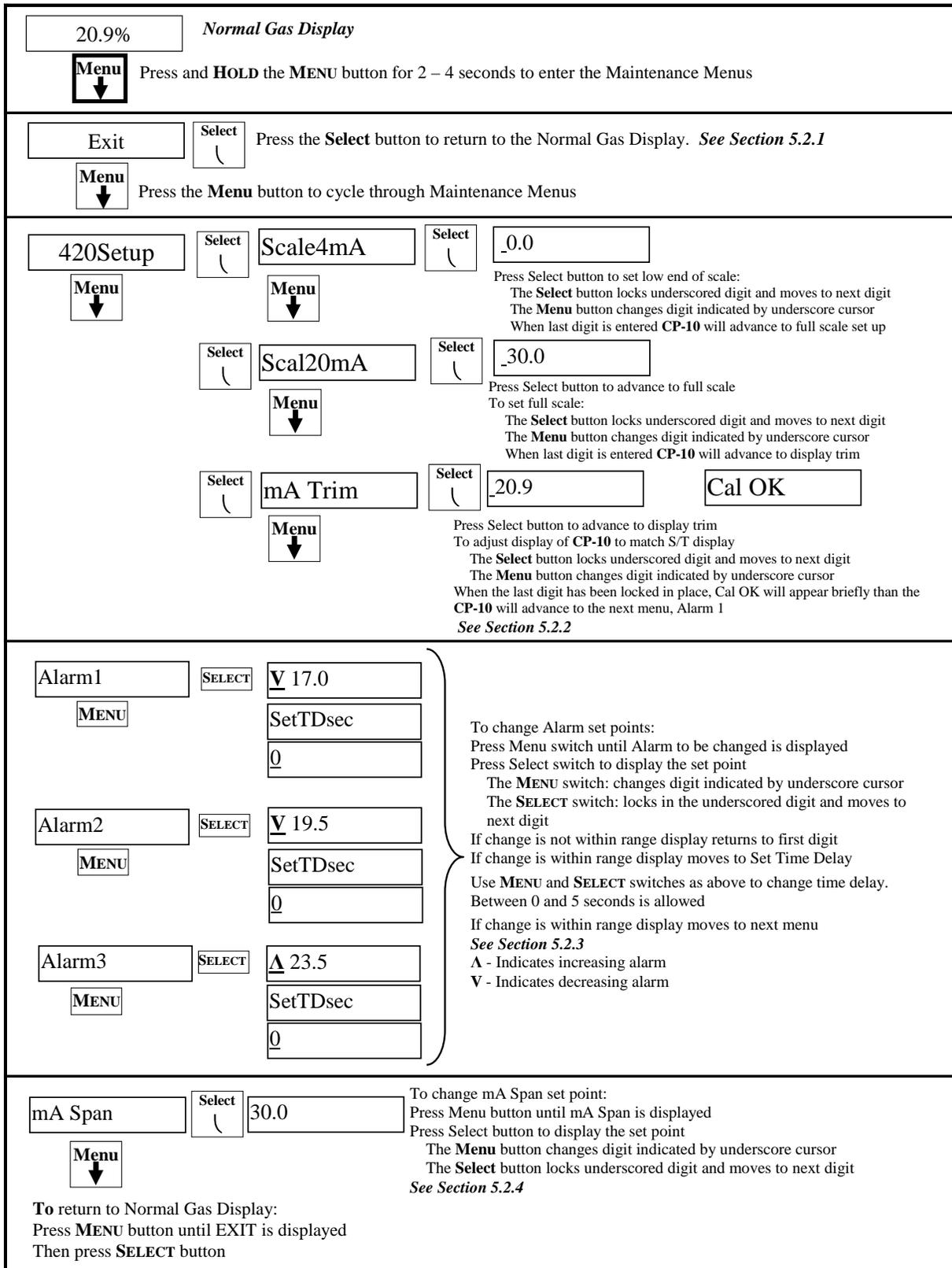
Example of Display	Function
 Normal Display Mode	Measurement of CO
Press and <i>hold</i> the MENU button for 2 – 4 seconds to enter the Maintenance Menu The Power/Fault LED will flash Green – Red to indicate the CP-10 is in Maintenance Mode	
	To exit the maintenance Menu and return to the Normal Display Mode: If intended function Press SELECT button
Press the MENU button to advance to 4 & 20 Setup procedures	
	For adjusting the 4 and 20 mA circuit: If Intended function, press SELECT button
Press the MENU button to advance to each Alarm set point procedures	
	For adjusting the Alarm 1, 2 and 3 set points: If Intended function, press SELECT button
Press the MENU button to advance the mA Span set point procedure	
	For adjusting the mA Span set point: If intended function Press SELECT button

Pressing the **MENU** button without pressing the **SELECT** button will allow you to cycle through the menu options. You must Press the **SELECT** button to initiate the desired operation.



NOTE: Software revision may cause variations of display output.

Figure 6: CP-10 Maintenance Menu Flow Chart - Gas



NOTE: Software revision may cause variations of display output.

Figure 7: CP-10 Maintenance Menu Flow Chart – Oxygen

5.2 CP-10 Maintenance Adjustments

To set alarm points and 4-20mA span range enter the **CP-10** maintenance menu.

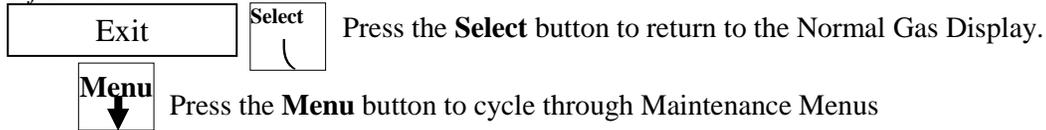
To enter the maintenance menu, press and **hold** the **MENU** button for 2 to 4 seconds

NOTE: Software revision may cause variations of display output.

5.2.1 Exit Maintenance Menu

Exit maintenance, by pressing the Exit appears on the display. Press the **SELECT** button to return to the instrument Normal Gas Display.

Example of Exit menu:



5.2.2 Set Up 4 and 20 Scale

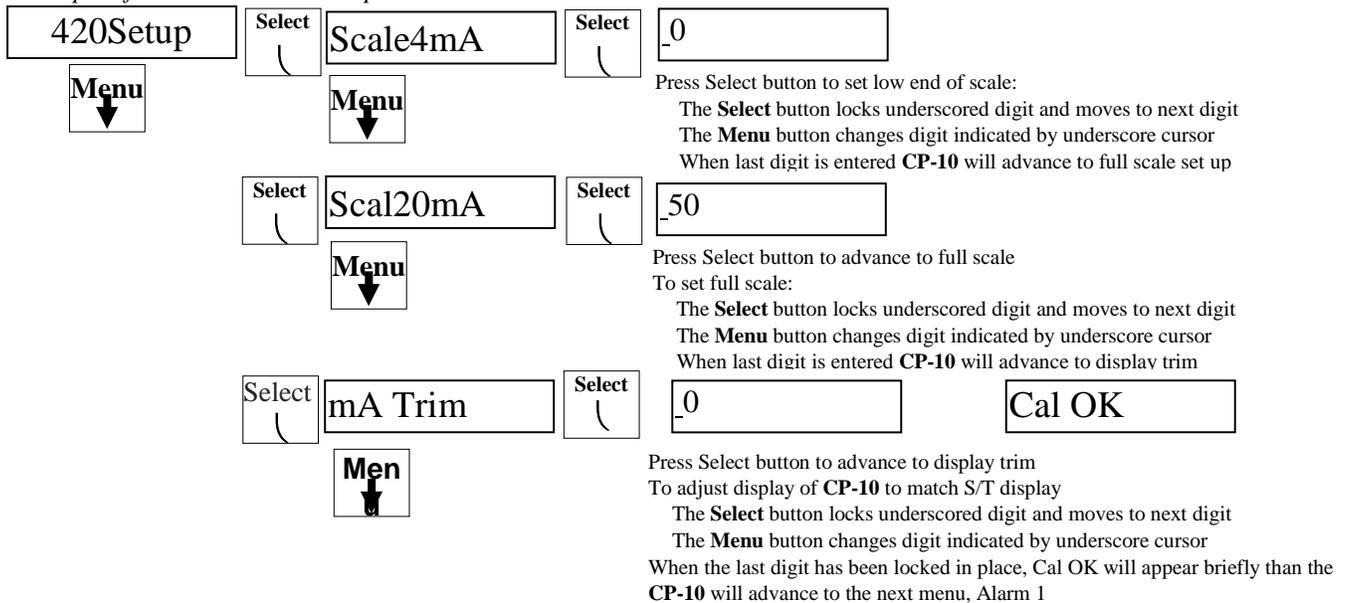
The **CP-10** 4 mA low scale (the low end of range) and 20 mA full scale (the high end of range) is set at the factory. The mA Trim is for the adjustment of minor differences that may occur between the **CP-10** control and the S/T display.

To Set up the low and full scale mA values or the trim of the readings:

Enter the maintenance menu as shown in **Figure 6 & Figure 7 CP-10 Maintenance Menu** flow chart.

1. Press the **MENU** button until to 420Setup is displayed.
2. Press the **SELECT** button to enter 4 mA low end of scale set up.
Note: to advance to the next menu without changing this scale setting Press the **MENU** button
3. Press the **SELECT** button to initiate 4 mA low end of scale set up.
4. Press the **SELECT** button to move the cursor to the next digit.
5. Press the **MENU** button to change the digit indicated by the underscore cursor.
Repeat steps 4 & 5, When last digit is entered the **CP-10** will advance to the next menu.
Note: when mA Trim last digit has been entered, Cal OK will be displayed briefly and **CP-10** will advance to Alarm 1.
6. Press the **MENU** button to advance to the next menu

Example of 4 – 20 mA Scale Setup menus:



5.2.3 Alarm Set Points

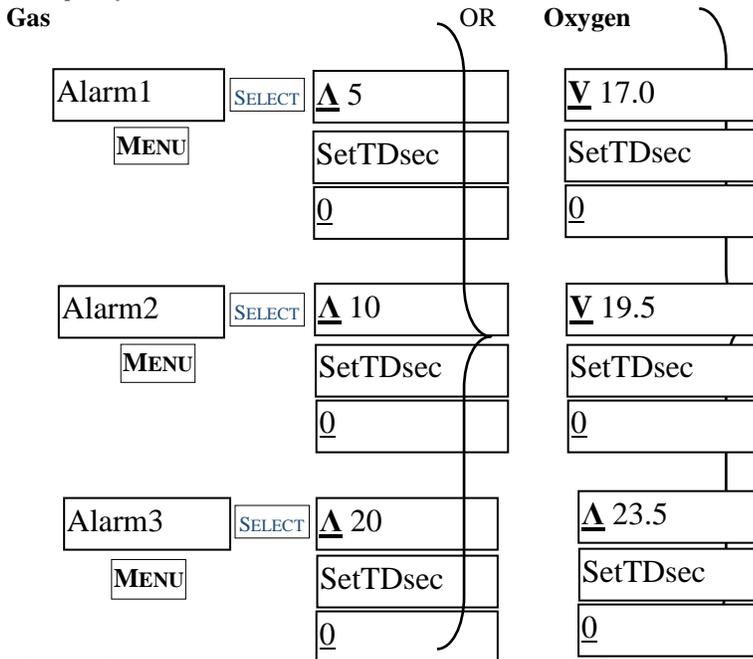
The CP-10 has three alarm set points set at the factory. These alarm points are normally set at established safety levels. Alarm set points can be changed within limits. To change any of the three alarm points:

Enter the maintenance menu as shown in **Figure 6 & Figure 7 CP-10 Maintenance Menu** flow chart.

1. Press the **MENU** button until Alarm1 is displayed.
2. Press the **SELECT** button to initiate alarm set point change
3. Press the **MENU** button to change the digit indicated by the underscore cursor
 Λ - Indicates increasing alarm
 V - Indicates decreasing alarm
4. Press the **SELECT** button to move the cursor to the next digit
 When last digit is entered the CP-10 will advance to the next menu
5. Use **MENU** and **SELECT** switches as above to change time delay. Between 0 and 5 seconds is allowed.
6. Press the **MENU** button to advance to the next menu

NOTE: Alarms 2 and 3 cannot be set below the Alarm 1 setting.

Example of Alarm Set Point menus:



To change Alarm set points:
 Press Menu switch until Alarm to be changed is displayed
 Press Select switch to display the set point
 The **MENU** switch: changes digit indicated by underscore cursor
 The **SELECT** switch: locks in the underscored digit and moves to next digit
 If change is not within range display returns to first digit
 If change is within range display moves to Set Time Delay
 Use **MENU** and **SELECT** switches as above to change time delay.
 Between 0 and 5 seconds is allowed
 If change is within range display moves to next menu

Λ - Indicates increasing alarm
 V - Indicates decreasing alarm

NOTE: Software revision may cause variations of display output.

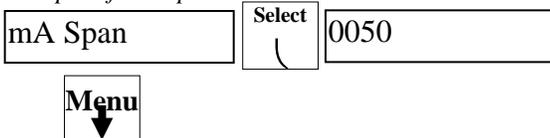
5.2.4 mA Span Set

The CP-10 4-20mA span range is set at the factory, normally to the full scale of the measurement and can be changed within limits. To change the span range:

Enter the maintenance menu as shown in **Figure 6 CP-10 Maintenance Menu** flow chart.

1. Press the **MENU** button until display Span is displayed.
2. Press the **SELECT** button to initiate the mA Span menu
3. Press the **MENU** button to change the digit indicated by the underscore cursor
4. Press the **SELECT** button to move the cursor to the next digit
 When last digit is entered the CP-10 will advance to the next menu
5. Press the **MENU** button to advance to the next menu

Example of mA Span menu:



To change mA Span set points:
 Press Menu button until mA Span is displayed
 Press Select button to display the set point
 The **Menu** button changes digit indicated by underscore cursor
 The **Select** button locks underscored digit and moves to next digit

6.0 Technical Data and Specifications

The CP-10 technical data and specifications:

Electrical Power	15 Amp fused branch circuit	
	100-240 VAC	
	0.45A, 50/60 Hz	
	0.6A, 24VDC	
Storage and Transport	Temperature:	-20°C to +60°C (-4°F to +140°F)
	<i>preferred</i>	0°C to +20°C (32°F to 68°F)
	Relative Humidity	10-99% RH, non-condensing
	Atmospheric Pressure	20 to 36 inHg (68 to 133 kPa)
Operation	Temperature:	-15°C to +40°C (5°F to +104°F)
	Relative Humidity	10-99% RH, non-condensing
	Atmospheric Pressure	20 to 36 inHg (68 to 133 kPa)
Mechanical	Dimensions:	7.1 x 5.1 x 3 in(180x130x75mm)
	Weight:	2 lbs (0.9 kg)
	Material:	Polycarbonate
	Strain relief:	0.20 – 0.35 in(5 - 8.8mm)
Outputs	Relays:	SPDT Resistive Load Inductive Load 10A at 110 VAC 7.5A at 110 VAC 10A at 30 VDC 5A at 30 VDC
	Analog:	4-20mA
	Digital:	RS-485-modbus
	Audio:	105 dB at 30cm/12in

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

Notes:

7.0 Terms and Conditions

7.1 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.

7.2 Shipping Terms

All shipments are F.O.B. ENMET's facility in Ann Arbor, MI, USA or Bowling Green, KY, USA. Shipping and handling charges are prepaid and added, and must be paid by the customer. Shipping and handling charges may be billed to VISA, MasterCard, American Express, or to the customer's preferred carrier account number. Delivery to the carrier constitutes delivery to the customer, and risk of loss passes to the customer at that time, however, title shall remain with ENMET until payment is received in full. Claims for shortages and damage must be made by the customer to the carrier within 5 days of receipt. **Refer to section "1.1 Unpack" for more information on this matter.**

A special service of \$50.00, or more, may be assessed on expedited shipments.

NOTE: Calibration gases are classified as Dangerous Goods for transportation purposes, and shipping companies charge a hazardous material fee for processing the documentation required for handling such items. Also, other restrictions apply to shipment of Danger Goods by air. Check with **ENMET** for clarification and additional information.

7.3 Payment

Open accounts must be established in advance with ENMET's Accounting department.

Address Payments to:

ENMET
680 Fairfield Court
Ann Arbor, MI 48108

Phone: 734-761-1270

We accept payments by VISA, MasterCard, and American Express. Payment by credit card must be specified at time of order placement. Your credit card will be charged on the date of shipment.

ENMET invoices for products that are shipped on open account are due and payable 30 days from the date of shipment from the **ENMET** site. **ENMET** may institute collection services should any bona fide invoice remain unpaid with no payment schedule negotiated by the customer with the **ENMET** Accounting Department. Any cost incurred by **ENMET** for professional collection services or legal fees to collect on a customer invoice will be added to any future business conducted between **ENMET** and that customer.

7.4 Warranty Information and Guidelines

Equipment must be returned prepaid to the point of origin, and ENMET will prepay the return transportation charges. Transportation prepaid by ENMET will be by most economical means (e.g. FedEx Ground). If an expedient means of transportation is requested during the warranty period, the customer must pay the difference between the most economical means and the expedient mode. ENMET warrants new instruments to be free from defects in workmanship and material under normal use for a calibration and expendable parts such as filters, detector tubes, batteries, etc. In addition, some oxygen cells and other sensors are limited to a warranty period of six months from date of shipment. Refer to the instrument manual for specific warranty details. If the inspection by ENMET confirms that the product is defective, it will be repaired or replaced at no charge, within the stated limitations, and returned prepaid by FedEx Ground to any location in the United States. ENMET shall not be liable for any loss or damage caused by the improper use or installation of the product. The purchaser indemnifies and holds harmless the company with respect to any loss or damages that may arise through the use by the purchaser or others of this equipment. This warranty is expressly given in lieu of all other warranties, either expressed or implied, including that of merchantability, and all other obligations, or liabilities of ENMET 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.

If a component is purchased and installed in the field, and fails within the warranty term, it can be returned to ENMET and will be replaced, free of charge. If the entire instrument is returned to ENMET with the defective item installed, it will be replaced at no cost, but the instrument will be subject to labor charges at half of the standard rate.

NOTE: When returning an instrument to the ENMET for service:

- o Be sure to include all paperwork (the “Request for Service” form).
- o Include any specific instructions.
- o For warranty service, include the date of purchase.
- o If you require an Estimate, please contact ENMET.

The “Request for Service” form is on the final page of this manual. This form can be copied or used as needed. For service requests, outside of the warranty period, please refer to the “Returning an Instrument for Service Instruction” found later in this section.

7.5 Return Policy

All returns for credit must be approved by ENMET and identified with a “Return Material Goods” number. Such returns are subject to a minimum of a \$50.00 or 20% restocking fee, whichever is greater. **Approval of equipment for return is fully at the discretion of ENMET.** All requests for return/exchange must be made no later than 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 due to the Department of Transportation refill restrictions. Air Filtration Systems (AFS series & parts) cannot be returned or restocked because their internal surfaces and filters are not amenable to re-inspection.

Certain products, such as stationary systems, or instruments with custom sensor configuration (non-standard) are built to order, and cannot be returned. Cancellation of orders for custom-built products, prior to shipment, will result in the assessment of a cancellation fee. The amount of the cancellation fee will be based upon the size and complexity of the order, and the percentage of total cost expended prior to cancellation.

7.6 Returning an Instrument for Service Instructions

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: _____