



**Formaldemeter htV  
Formaldehyde Monitor  
Operation and Maintenance Menu**

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### Reference Information:

**NOTE:** [important information about use of instrument – if not followed may have to redo some steps.]

**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.]

## 1.0 Introduction

The **Formaldemeter™htV** is an easy-to-use, hand held direct reading instrument designed for the rapid measurement of airborne formaldehyde levels.

Please read these instructions carefully and familiarize yourself with the instrument before use. This operating manual will provide you with all the necessary information for the correct use of your **Formaldemeter™htV**.

**CAUTION:** Do Not use a **Formaldemeter™htV** with serial number of 5200 and above with an AMS-2 serial number 527 and below. Also, Do Not use the combination of **Formaldemeter™htV** serial number of 5153 and below with an AMS-2 serial number 258 and above.

**These are incompatible, and would result in damage to both instruments.**

<b>Formaldemeter™htV</b> serial number of 5200 and above and AMS-2 serial number 527 and below
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<b>Formaldemeter™htV</b> serial number of 5153 and below and AMS-2 serial number 258 and above
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**NOTE:** All specifications stated in this manual may change without notice.

## 1.1 Unpack

Unpack the **Formaldemeter™htV** 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 **Formaldemeter™htV** is received as ordered. 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 **Formaldemeter™htV** is serialized. These numbers are on tags on the equipment and are on record in an **ENMET** database.

## 2.0 Formaldemeter htV Features

Unlike other formaldehyde monitoring devices such as color stain tubes and badges, the **Formaldemeter™htV** can measure many samples consecutively without the need for inconvenient ancillary equipment. Being ultra-compact and battery operated, the instrument is truly field portable. The **Formaldemeter™htV** is extremely simple to use and provides immediate, semi-quantitative readings of atmospheric formaldehyde concentration displayed on a digital read-out.

The instrument is designed to measure the concentration of formaldehyde in snatch (discrete) samples of air and should be employed primarily as a screening device.

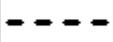
### 2.1 Important Points

It is important that you are aware of the following points when using the instrument

- The **Formaldemeter™htV** is temperature compensated to operate most accurately in the range 5 – 40°C.
- The results obtained with the **Formaldemeter™htV** are instantaneous spot readings. A single reading is not necessarily representative of long term personal exposure. A series of readings taken at short intervals is preferable to infrequent tests.
- Avoid smoking in the environment to be analyzed – tobacco smoke contains formaldehyde.
- Care must be taken to ensure that fluid or dust is not drawn into the instrument. This could permanently damage the sensor.
- The **Formaldemeter™htV** has been designed to be sufficiently robust for everyday field use. However, should the unit sustain a severe physical shock, the operation and calibration of the instrument should be checked using the supplied formaldehyde calibration standard.

### 2.2 Instrument Features

See Figure 1 for location of each feature

Feature	Description
<b>Sampling Port</b>	The brass sampling port is the inlet through which the sample is drawn into sensor.
<b>Display</b>	The liquid crystal display (LCD) shows the formaldehyde concentration of the sample in 0.01 ppm increments. The display also shows text messages during certain operations.
<b>Display Key</b>	 <i>sensor recovering</i>
	 <i>sensor ready</i>
	 <i>sampling</i>
	 <i>taking calibration sample</i>
	 <i>set calibration level</i>
	 <i>replace battery</i>
	 <i>instrument not calibrated</i>
<b>Keypad</b>	The instrument is operated by four buttons, some of which have multiple functions. The button switches are located beneath the membrane and are operated by pressing firmly where indicated.
<b>Battery Compartment</b>	The battery compartment is located beneath a cover at the bottom rear of the instrument. To gain access to the battery, simply remove the cover by unscrewing the two screws.  A low battery is indicated by  on the display. See section 5.1 for guidance on battery replacement.
<b>Serial Port</b>	This socket can be used for connecting your <b>Formaldemeter™htV</b> to the PPM Base Unit or PC for automated continuous monitoring applications.

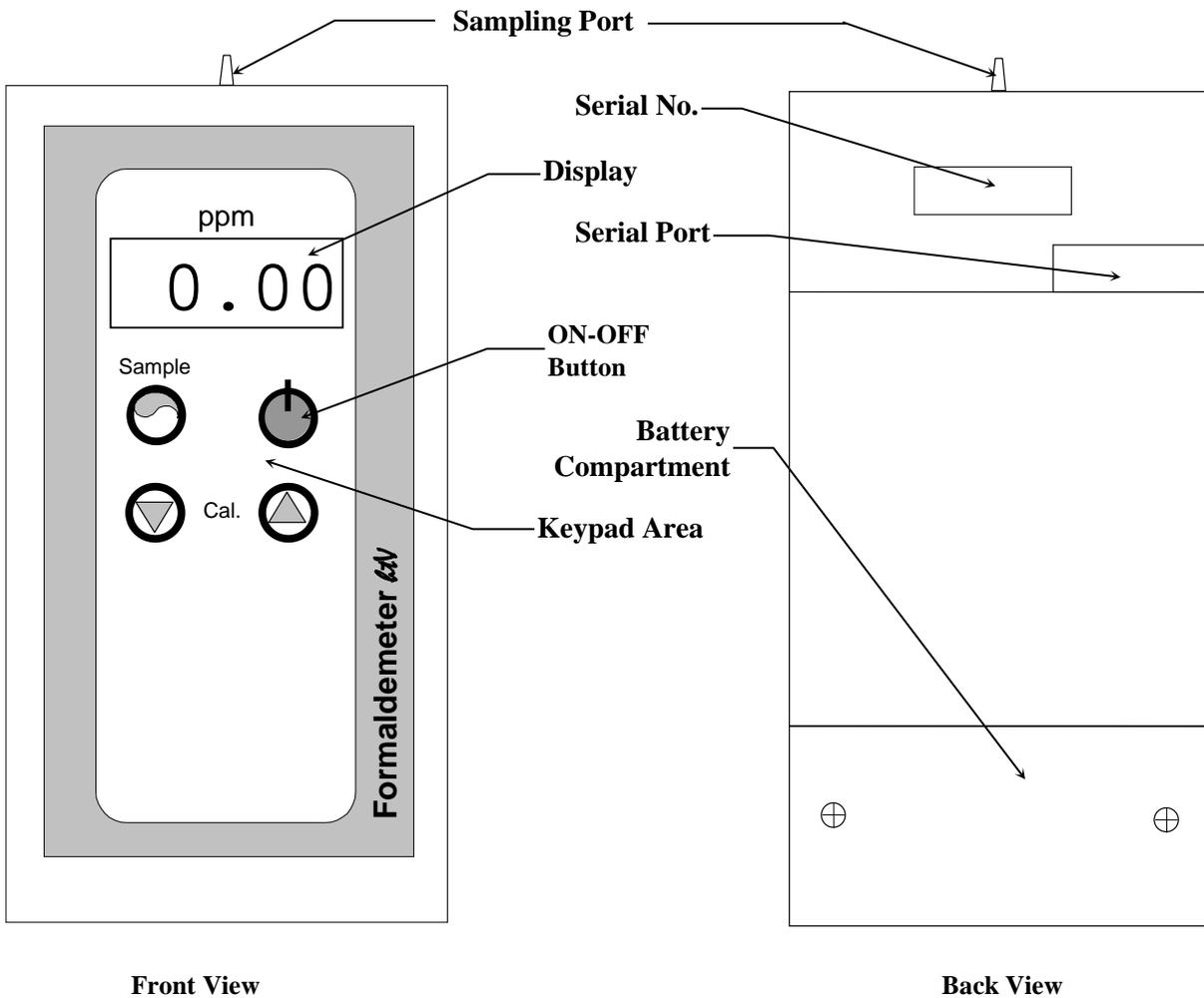


Figure 1: Features of the Formaldemeter™ htV

### 3.0 Technical Information

#### 3.1 Principle of Operation

Electrochemical formaldehyde sensor

The **Formaldemeter™ htV** uses proven electrochemical sensing technology for determining the concentration of formaldehyde in air samples. The instrument contains an electrochemical formaldehyde sensor comprising two noble metal electrodes and a suitable electrolyte.

When air is drawn into the sensor by means of the internal sampling system, a small voltage is generated which is directly proportional in magnitude to the concentration of formaldehyde in the sample.

This voltage is produced because of the electrooxidation of formaldehyde at one of the catalytically active electrodes.

The signal is fed to a precision electronic amplifier and output on the instrument's display, when calibrated, as formaldehyde concentration in ppm (parts-per-million by volume).

All the electronic systems are based on modern, integrated circuitry employing the latest surface mount technology to ensure that the **Formaldemeter™ htV** is an exceptionally robust and reliable instrument.

## 3.2 Interferants

### 3.2.1 Phenol & Resorcinol

The presence of phenol in the air can give a reading on the **Formaldemeter™ htV**. When monitoring formaldehyde in situations where phenolic resins are used, the phenol filters provided should be used. These fit on to the sampling port of the instrument. The filters will completely remove phenols from the sample even at concentrations more than 1000 ppm without affecting the formaldehyde reading.

### 3.2.2 Phenol filter life

Each filter should be used no more than five times and then discarded. Partially used filters should not be stored in the vial with unused filters. Replacement filters can be ordered from through your local distributor.

### 3.2.3 Alcohols & Aldehydes

As is found with other portable detection equipment, the meter is not totally specific to formaldehyde alone, being susceptible to a degree of interference from a small range of other chemicals. Other aldehydes and alcohols such as methanol and ethanol in the atmosphere can cause cross-interference effects.

**Table 1: Relative Response of the Formaldemeter™ htV to Various Compounds in the Vapor Phase**

Compound	Concentration Required to Give Reading of 1 PPM	Comments
Acetone		No response
Acetaldehyde	8 – 12	Linear response like that for Ethanol
Acetic Acid		No response
Ammonia	71000	Response only at very high concentration
Butanol		Very little interference (See note)
Carbon Monoxide	100	Linear response
Ethylene	160	
Ethanol	12 – 20	Linear response
Formaldehyde	1.0	
Glutaraldehyde	7100 at 25°C	
Methanol	50	Linear response
Phenol	5	Can be completely removed with filter provided
Propanol		Very little interference (See note)
Resorcinol	5	Can be completely removed with filter provided

**NOTE:** *Propanol and Butanol are only likely to interfere at high temperature (greater than 60°C) and high concentration (higher than 20 ppm).*

## 3.3 Sensor Background Reading

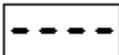
Due to the high sensitivity of the sensor and the widespread occurrence of formaldehyde in the indoor environment, a background reading of up to 0.05 ppm can often be produced, even when sampling in an atmosphere considered to be free of formaldehyde or other contaminants.

## 4.0 Operation of the PPM FORMALDEMETER™ htV

### 4.1 Taking a Sample

#### Power on

Press the ON-OFF button once.

The instrument will display:  flashing for 3 seconds as the instrument checks the sensor,

followed by:  Indicating that the instrument is ready to take a sample.

#### Sampling

Hold the instrument in the atmosphere to be sampled.  
Press and release the SAMPLE button.

The display will show  and the internal pump should be heard running for almost two seconds as it samples the air.

#### Display reading

As the sample is analyzed:

The display will show  flashing for 10 seconds.  
The displayed will then show a flashing, increasing value as the sample is analyzed. After 60 seconds, the display will show a non-flashing value, which is held until the instrument is switched off. This indicates the formaldehyde concentration in ppm.

#### Power off

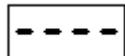
To Switch the instrument off press and **Hold** the ON-OFF button for a few seconds, until the display reads  followed by a click and the instrument will turn off.

If you forget to switch the instrument off after a test, the **Formaldemeter™ htV** will automatically switch itself off after 5 minutes.

## 4.2 Sensor Recovery Period

### Sensor clearing

Between samples, the instrument should be left switched off for a few minutes to allow the sensor to clear of any residual formaldehyde. Generally, the higher the reading obtained, the longer it takes the sensor to clear. If the instrument is switched on before the sensor has cleared, the display will show:



Flashing and the sampling pump will not operate.

The cell is clear only when the display shows:



For a minimum of 3 seconds after power on.

The instrument is now ready to take the next sample.

## 5.0 Maintenance

**WARNING:** Please read this section thoroughly before attempting to check or adjust calibration. Users are strongly advised to familiarize themselves with the instrument before attempting to adjust the calibration and should follow the instructions carefully.

### 5.1 General Information

Check calibration regularly

Sensor sensitivity can change very gradually with time, periodic recalibration may be required. It is advisable to check calibration regularly to ensure that the instrument is functioning correctly.

A quick calibration check can be carried out by drawing a formaldehyde vapor sample of known concentration into the instrument's sensor and noting whether the displayed reading agrees with the expected concentration value.

The **Formaldemeter™htV** is supplied complete with a formaldehyde calibration standard and a thermometer, which are essential components for checking and adjusting calibration.

### 5.2 The Formaldemeter™htV Calibration Standard

The **Formaldemeter™htV** Formaldehyde Calibration Standard consists of formaldehyde absorbed on a solid substrate in a glass tube from which a headspace vapor sample can be drawn. Each standard is carefully manufactured to a high tolerance.

#### 5.2.1 Effect of temperature

The concentration of formaldehyde vapor generated in the calibration tube varies with temperature and for this reason, a thermometer and temperature/concentration table is supplied.

**Handle the calibration standard as little as possible, and only by the yellow end caps to avoid heating the tube.**

#### 5.2.2 Temperature equilibration

Before using the standards, they should always be allowed to stabilize within the recommended temperature range of 15 – 29°C for at least 1 hour.

#### 5.2.3 Standard life

Each standard has a capacity for 100 samples or a life of six months (whichever occurs sooner) and it must not be used after the indicated expiry date. New calibration standards can be ordered from your local distributor.

## 5.3 Calibration Check Procedure

### 5.3.1 Temperature equilibration

Place the instrument, thermometer and calibration standard together in a place where the temperature is stable for at least one hour before commencing the calibration check procedure to allow thermal equilibration.

### 5.3.2 Sensor check

Before carrying out a calibration check, the sensor must be clear of formaldehyde vapor from any previous samples. When the sensor is clear, the display will show:



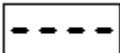
3 seconds after power on.



If the display shows flashing  for longer than 5 seconds, then the sensor is not ready to take a sample. Switch the instrument off and allow it to recover for a few minutes.

### 5.3.3 Procedure

1. Place the standard with the thermometer on a work surface. Handle the calibration standard as little as possible to avoid heating the tube, holding it by the yellow end caps. Remove both end plugs.
2. Switch the instrument on by pressing the ON-OFF button once. Wait for the display to show:  

3. Place the instrument on the work surface and insert the nozzle into the sampling end of the tube (as indicated by the black arrow). Ensure a good seal around the instrument nozzle by pushing the standard tube firmly against the instrument when taking a sample.
4. Press the SAMPLE button and wait until the internal sampling pump stops before removing the standard from the instrument. Replace the end plugs securely.
5. The display will initially show: flashing  and  for 10 seconds and then a flashing, increasing value as the sample is analyzed. Observe the final non-flashing reading displayed (after approximately 60 seconds).
6. Note the reading obtained and temperature
7. Refer to the Temperature/Concentration look-up table on the standard tube. If the reading is within 10% of the value shown in the table, then no recalibration is required.

If recalibration is required, follow the procedure in Section 5.4.

Leave the instrument switched off for approximately 5 minutes to recover before commencing another atmospheric analysis or calibration adjustment.

## 5.4 Calibration Adjustment Procedure

**WARNING:** Please read this section thoroughly before attempting to adjust calibration. Users are strongly advised to familiarize themselves with the instrument before attempting to adjust the calibration and should follow the instructions carefully.

Under normal operating conditions, instrument calibration should require only minimal periodic adjustment. To see whether a full recalibration is required, perform a calibration check first as described in section 5.3.

### 5.4.1 Temperature equilibration

Leave the instrument and calibration standard in a room where the temperature is constant for at least one hour before calibrating to allow thermal equilibration.

### 5.4.2 Procedure

1. Place the standard with the thermometer on a work surface. Handle the calibration standard as little as possible to avoid heating the tube, holding it only by the yellow end caps.
2. Read the temperature on the thermometer and determine the required concentration reading from the lookup table on the calibration tube.

*For Example: Temperature: 23°C Reading: 3.2 ppm*

3. Remove the yellow plugs from both ends of the calibration standard tube.
4. Press the ON-OFF button once to switch the instrument on.

5. Wait for the display to show 
6. Insert the instrument nozzle into the sampling end of the calibration standard (indicated by the black arrow). To maintain airtight contact between the nozzle and the standard, push the standard firmly against the instrument.
7. Simultaneously depress and release both Cal  $\sigma$  and  $\tau$  buttons.

8.  Will appear on the LCD, followed by the sound of the pump drawing a vapor sample from the tube.
9. When the pump stops, remove the calibration tube and replace both yellow end plugs.
10. As the instrument analyses the sample:

The display will show an increasing, then flashing value for 60 seconds, followed by:

 alternating with 

11. Now use the Cal  $\sigma$  and  $\tau$  buttons to adjust the display reading to the required concentration.
12. Press the SAMPLE button to store this calibration value. The display will show:

 followed by 

The **Formaldemeter™htV** will then switch off automatically.  
The instrument has now been recalibrated.

## 5.5 Instrument Battery

Except for the battery, your **Formaldemeter™htV** has no user-serviceable components. It is important that no attempt is made to open the instrument other than to replace the battery. Any evidence of tampering with the instrument will invalidate the warranty. If you find that your instrument requires service or repair, please return it to the factory or an authorized PPM Service Center.

### 5.5.1 Low battery indicator

If appears on the display when the instrument is switched on, then the battery voltage is too low and needs replacing

### 5.5.2 Battery Replacement

The instrument requires a 9V PP3 / MN1604 / 6LR61 type alkaline battery.

To replace the battery:

- Remove the battery compartment cover at the bottom rear of the instrument by unscrewing the two screws.
- Attach a new battery to the connector and place the battery in the compartment.
- Secure the cover in place again with the two screws.

## 5.6 Cleaning the Instrument

Take care during cleaning

Under no circumstance should the **Formaldemeter™htV** be immersed in liquid. Any fluid entering the instrument will destroy the sensor and the electronic circuitry.

If the instrument's enclosure requires cleaning, it should be wiped with a damp cloth. Never use abrasive or solvent based cleaning agents.

## 5.7 Storage

When not in use, your **Formaldemeter™htV** should be stored in the supplied carrying case in a clean, dry environment and away from extremes of temperature.

## 5.8 Trouble Shooting

If display reads and will not change after 3 minutes.

The gain/amplification of the signal from the sensor is so high that the signal never falls below a certain 'threshold' to enable it to

give the ready display.

To remedy the problem a reset is needed on the instrument to erase the previous calibration.

This is achieved as follows:

- Switch instrument OFF.
- Hold both Cal buttons and at the same time switch the instrument ON.
- The display will read followed by .
- Press the Cal Up button to make the display read and then press the Sample button.  
The display will then flash and then and then show .
- Turn the instrument OFF and then back ON again to complete the Reset.

*The instrument is no longer calibrated and will require recalibration.*

Ensure that you follow the calibration procedure in section 5.4 carefully. Ensuring that the standard has equilibrated at a stable temperature for at least 1 hour before calibrating and that the tube is not warmed excessively through handling.

The Formaldemeter™ is known to experience some cross-sensitivity by other volatile Aldehydes and Alcohols.

- Interference factors may differ between fuel cell sensor to fuel cell sensor.
- Never calibrate the Formaldemeter™ using interference gases.

**Table 2: List of Known and Tested Interferents for the Formaldemeter™ htV**

Gas	Concentration required to give a 1 ppm reading	Response	Removal of interfering gas using a phenol filter
Acetaldehyde	12	Linear	60%
Ethanol	24	Linear	45%
Formic Acid	26	Linear	100%
Formaldehyde	1	Linear	15%
Glutaraldehyde	7	Linear	70%
Methanol	60	Linear	30%
Phenol	7	Linear	100%
Resorcinol	250	Linear	100%

- Phenol filters are extremely efficient at removing Phenol along with other Alcohols and Aldehydes from the air.
- Phenol Filters can be fitted over the sampling nozzle of the Formaldemeter™ prior to taking a sample. PPM Technology recommends that phenol filters be changed around every 10 samples since they can become saturated which will give high readings. Phenol filters can be ordered through your distributor.
- Users should be aware that phenol filters reduce the concentration of Formaldehyde by around 10% so should only be used in conditions where there are suspected interferences.
- Please be aware that Ozone causes Formaldehyde to be broken down into Carbon Dioxide, Water and Oxygen therefore in Ozone-rich environments Formaldehyde levels can be reduced.

Research carried out under controlled conditions in an incubator set at 25°C.

A wide range of suspected interfering gases have been tested including (NH<sub>3</sub>, CO, CO<sub>2</sub>, NO<sub>2</sub>, Acetone, Isobutylene) table shows only those which caused interference below LEL levels.

## 6.0 Terms and Conditions

### 6.1 Ordering Information

Address orders to:

**ENMET**  
Attention: Customer Service Department  
680 Fairfield Court  
Ann Arbor, MI 48108

Email Orders: [orderentry@enmet.com](mailto:orderentry@enmet.com)

Phone: 734-761-1270

Fax: 734-761-3220

You may also contact our customer service department by email [info@enmet.com](mailto:info@enmet.com). MINIMUM ORDER IS \$50.00.

### 6.2 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.

### 6.3 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.

### 6.4 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.

## 6.5 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.

## 6.6 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](mailto: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: \_\_\_\_\_