Apex Instruments

Service request intake form

Form SR-1, two pages

COMPLETE BOTH PAGES. ONE UNIT PER FORM.

PARTNER / ORGANIZATION

LOCATION NAME OR ID

DATE AND TIME REPORTED

1 THE UNIT

From the plate on the back of the instrument

SERIAL NUMBER (MB-, MP-, OR MF-)

MODEL ☐ Meridian Bench ☐ Meridian Pro ☐ Field Kit

APEX ORDER NO. OR PURCHASE DATE

ASSET TAG (IF ANY)

PLAN ☐ None ☐ Atlas Care ☐ Care Plus

2 WHO TO CONTACT

Whoever the technician should call first

REQUESTER NAME

ROLE

PHONE

EMAIL

ON-SITE CONTACT (IF DIFFERENT) AND PHONE

3 THE ISSUE

Tick every symptom that applies

- ☐ Will not power on
- ☐ Readings drift or will not settle
- ☐ Unusual noise or vibration
- ☐ Probe damaged or not detected
- ☐ Battery will not hold charge (Field Kit)
- ☐ Powers on, then shuts off
- ☐ Readings differ from reference
- ☐ Overheating or smell
- ☐ Network or sync failure
- ☐ Calibration due or overdue
- ☐ Error code on display
- ☐ Fails self-test
- ☐ Display blank or unreadable
- ☐ Physical damage (drop, spill)
- ☐ Other (describe below)

ERROR CODE SHOWN, IF ANY

WHEN IT STARTED (DATE, TIME)

DESCRIBE WHAT HAPPENED, WHAT YOU WERE DOING, AND ANYTHING YOU TRIED

IS THE UNIT ☐ Still in use ☐ Taken out of service ☐ Powered off and isolated

4 URGENCY

Pick one

☐ **Low**
Unit works. Fault is cosmetic, intermittent, or a planned calibration. Response within 1 business day.

☐ **Unit down**
Unit cannot be used for its purpose. Response within 1 business hour, loaner offered on Care Plus.

☐ **Safety**
Smoke, heat, exposed wiring, or any risk to a person. Isolate the unit and call (555) 010-0100, option 2, as well.

Service request intake form, continued

WRITE THE SERIAL NUMBER AGAIN HERE _____

5 LOANER UNIT

Atlas Care Plus accounts only

LOANER REQUESTED ☐ Yes, ship a loaner next business day ☐ No, we can wait for the repair

A loaner is a matching Meridian model on a 30-day term, extended automatically while the repair is open. Accounts without Care Plus can ask the service desk about a paid loaner at $89 per week.

SHIP LOANER TO (LOCATION OR ADDRESS) _____ RECEIVING CONTACT AND PHONE _____

LOANER CONFIGURATION ☐ Same as the unit above ☐ 120 V ☐ 230 V ☐ Rack mount ☐ Extended probe

6 RETURN SHIPPING

How the unit gets to our lab

☐ **Send a prepaid label**
We email a label within 1 business hour. Default for all accounts.

☐ **We will ship on our own carrier**
Ship to 400 Meridian Way, Suite 200, Tampa, FL 33602. Write the SR number on the box.

PICKUP ADDRESS (IF NOT THE LOCATION ABOVE) _____ PICKUP WINDOW AND DOCK NOTES _____

PACKING CHECKLIST, TICK BEFORE SEALING

☐ Original case or a double-walled box with 2 inches of padding on every side

☐ Power cord and any adapters included

☐ Copy of this form inside the box

☐ Probes detached and wrapped separately

☐ Field Kit battery removed and packed in its sleeve

☐ SR number written on the outside of the box

7 SITE ACCESS

For on-site visits under Atlas Care Plus

☐ Badge or escort required ☐ Health screening required ☐ Parking or dock instructions below ☐ No special requirements

_____

_____

_____

_____

_____

8 AUTHORIZATION

By signing, the requester confirms the unit may be diagnosed and repaired under the partner agreement, and that any repair outside warranty or plan coverage will be quoted before work begins.

NAME (PRINT) _____ SIGNATURE _____ DATE _____

FAX
(555) 010-0190
Both pages

EMAIL A SCAN
service@apexinstruments.example
PDF or photo, both pages

OR SUBMIT ONLINE
apexinstruments.example/portal
Service, New request. Fastest route.

OFFICE USE ONLY RECEIVED _____ SR NUMBER _____ URGENCY SET _____ LOANER SENT _____ TECH ASSIGNED _____