

# INSTRUMENT SERVICE ORDER FORM

This document provides assistance for shipment of MBV instruments to our service centre in Staefa, Switzerland. The data entered in this form is collected to process orders and is only used for this purpose. For a smooth process follow the process described on <https://www.mbv.ch/en/services/shipping-instructions>.

Send this electronically filled form to: [service@mbv.ch](mailto:service@mbv.ch)

Send the instrument together with the electronically filled in and signed [Decontamination declaration](#) (safety certificate) to:

**MBV AG**  
**Service Department**  
**Industriestrasse 9**  
**CH-8712 Stäfa / Switzerland**

The **decontamination declaration (safety certificate)** must be visibly attached to the outside of the transport box. Packages without a decontamination declaration will be quarantined and returned unopened after 2 weeks unless the decontamination declaration is submitted.

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# 1. INSTRUMENT SERVICE ORDER FORM

\*Mandatory fields

**Your delivery address**

**Your invoice address**

\*Contact person:

\*E-mail:

\*Company:

Department:

\*Address:

\*Post code / City

\*Country:

\*Phone:

\*\*EORI Nr.

Same Company as delivery address

Same Country as delivery address

\*\*Mandatory for EU/CH/NO/Northern Ireland

\*Purchase order no.:

\*Date of today:

\*Name:

\*Signature:

Cost approval:

CHF For service prices see chapter 2.5.

Quotation needed? ☐ Yes

If 'Yes' is selected cost approval will become invalid. Received quotation must be approved so that the calibration/repair work can be carried out (slower return).

Express handling desired? ☐ Yes

**Note:** See section 2.4 Express repair for fast return and section 2.5.2 for express fee.  
If 'Yes' is chosen express courier is default.

\*Instrument type:

MBV serial number:

Sampling head used: ☐ 300x0.6 ☐ 400x0.7 (for MAS-100 Sirius, please fill in the information in the additional options [below](#).)

\*Reason for sending:

Failure description:

**NOTE: Prices according to price list valid at time of order. See section 2.5**

Additional GMP protocol desired? ☐ Yes **Note:** Not available for all products (see section 2.5.2)

Firmware update desired, if available? ☐ Yes **Note:** Update will be charged (see section 2.5.2)

**Additional options for the MAS-100 Regulus** (firmware version 1.4 will be installed free of charge):

- ☐ SLPM certificate, additionally to the standard (LPM) certificate
- ☐ GMP protocol additionally to the SLPM calibration certificate

**Additional options for the MAS-100 Sirius**

- ☐ Read Instructions in chapter [7.2.4 of the user manual](#).
- ☐ Calibration used: ☐ 100 SLPM ☐ 200 SLPM
- ☐ Sampling head used: ☐ 100 SLPM with lid type A (300x0.6mm) ☐ 100 SLPM with lid type B (400x0.7mm)  
☐ 200 SLPM with lid type B

Return courier service:

☐ FedEx ☐ TNT

Account number:

(Freight costs will be charged to account number provided above)

Our FedEx account will be used if no parcel service is selected or no account number is given. Freight costs will be charged on invoice.

Dispatch within Switzerland will be carried out by Swiss Post, Priority Service.

No EXW – Ex Works (Incoterms) and self-pickup for foreign customers.

Consolidated shipment

☐ **Yes Note:** Applies only when several units are sent to MBV together and only one PO number is used. Can result in extended turnaround time for all units due to waiting time for the last instrument ready.

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## 2. REPAIR AND CALIBRATION PROCEDURE FOR MAS-100 SYSTEMS

### 2.1. BEFORE SENDING A FAULTY SYSTEM

- Check user manual for troubleshooting or consult [www.mbv.ch](http://www.mbv.ch) (including [FAQ](#))
- In case of questions do not hesitate to contact us by mail [service@mbv.ch](mailto:service@mbv.ch) or by phone: +41 44 928 30 90

### 2.2. SEND INSTRUMENT FOR REPAIR AND /OR CALIBRATION

- Use the INSTRUMENT SERVICE ORDER FORM (this document) and fill in the required data on page 2. To ensure fastest return, quote your purchase order number and cost approval in the form.
- Please take care for proper packaging to avoid damages during transportation. Ideally, the original case or box should be used for shipment. Send the instrument, the sampling head (perforated lid) and the power supply, but no other accessories.
- The shipping cost to MBV AG Staefa /Switzerland and customs administration fees have to be paid by the customer. To simplify import/export we provide a "[Proforma invoice template](#)" on the MBV website.
- If using courier service, please state your courier account number for the return shipment. No EXW – Ex Works (Incoterms) and self-pickup for foreign customers.

For easier tracking please indicate the serial number in all communication.

#### 2.2.1. EXPORT INFORMATION FOR SENDING THE INSTRUMENT TO MBV AG

- For a smooth shipping and customs clearance please download our "[Proforma invoice template](#)" and provide all information.
- Shipping terms /Incoterms 2020 have to be: DAP Staefa /Switzerland, inclusive customs clearance fee, exclusive of VAT and exclusive of duty on goods.
- Please note: Costs for transportation, customs clearance fees, handling fees and /or other costs that might occur at the customs have to be paid by the sender. MBV AG will only pay for the Swiss VAT and for the imposed import duty on the goods.
- We reserve the right to charge additional customs clearance cost for wrongly declared shipments according to time and effort
- Please declare clearly on the commercial invoice:

1. "Return shipment for repair/calibration"

2. INCOTERMS 2020:

DAP Staefa /Switzerland, incl. customs clearance fee, excl. VAT, excl. duty on goods

3. MBV VAT code: CHE-106.069.597 MWST

4. MBV ZAZ account: 8418-7

5. Value and HS-code (find the value and HS-code of your instrument in the following table)

DESCRIPTION /INSTRUMENT	VALUE*	HS CODE
Calibration instrument DA-100	100 CHF	9026.80
Calibration instrument DA-100 NT	100 CHF	9026.80
Calibration instrument MAS-100 Regulus	800 CHF	9026.80
Calibration instrument MAS-100 Venus	800 CHF	9026.80
Air sampler MAS-100	100 CHF	8479.89
Air sampler MAS-100 NT	800 CHF	8479.89
Air sampler MAS-100 NT Ex	800 CHF	8479.89
Air sampler MAS-100 Eco	800 CHF	8479.89
Air sampler MAS-100 VF	800 CHF	8479.89
Air sampler MAS-100 Iso NT / RABS	800 CHF	8479.89
Air sampler MAS-100 Iso MH	800 CHF	8479.89
Air sampler MAS-100 CG Ex	800 CHF	8479.89
Air sampler MAS-100 Atmos	800 CHF	8479.89
Air sampler MAS-100 Sirius	800 CHF	8479.89
Settle plate changer MAS-100 Libra	1000 CHF	8479.89

\*Total amount of the commercial invoice shall be declared as «**for customs purposes only**».

### 2.3. WARRANTY

- We guarantee good quality and careful manufacturing of our products for a period of 24 months (from shipping date) and for new spare parts for a period of three months after repair. This warranty exclusively covers material and manufacturing defects that appear during this period. Our warranty does not cover the natural wear and tear of parts, nor any damage caused by improper handling, negligence, excessive usage or nonobservance of installation and service provisions. Our warranty expires immediately and fully when modifications or repairs are undertaken without our written consent.
- The shipping costs for shipments to MBV AG in Staefa /Switzerland must be paid by the sender. This also applies to instruments which are under warranty. Devices covered by the warranty will be returned to the customer via FedEx. The transport costs will be paid by MBV AG.

### 2.4. REPAIR

- Calibration after a repair assures correct operation of an instrument. If the customer does the calibration himself, a fee for the fault analysis will be charged (see section 2.5.2).
- Sending a system for repair will be handled by MBV as a repair or calibration order. An Incoming 'as found' measurement will be performed, if technically possible. All serviced instruments will be returned with an MBV-service report and an 'as left' adjustment & calibration certificate.
- Systems will be repaired / calibrated, if possible, within 10 days and thereafter immediate return shipment will be carried out. Please be aware that the return shipment needs several days for arrival at your destination. Ask your local supplier for an exchange-unit if needed.
- The repair and calibration services are executed on the principle of first-in first-served. An express repair can be ordered for an extra fee, see section 2.5.2 (turnaround time at MBV: 2 days for air samplers, approx. 7 days for anemometers).
- In case of not executing the work or disposing the instrument a handling fee will be charged (see section 2.5.2).

### 2.5. SERVICE PRICES

- All prices are quoted in Swiss Francs (CHF) and must be paid in that currency.
- Shipping cost will be added at cost, or a customer return courier service is chosen if the necessary information is provided.
- Prices are subject to change without notice. Quoted prices are valid for time indicated on the offer.

### 2.5.1. CALIBRATION PRICES (INCLUDING AS FOUND AND AS LEFT CERTIFICATE)

- Calibrations include an 'As found' (if technically possible) and an 'As left' certificate
- The overall function test is part of the calibration and assures a correctly working instrument. It cannot be deselected.

INSTRUMENT	CALIBRATION	OVERALL FUNCTION TEST	ADDITIONAL GMP PROTOCOL
MAS-100 NT / NT Ex (incl. HEPA versions) Art. No.	380 CHF 10.6152.01	90 CHF 10.6146.01	210 CHF 10.6160.01
MAS-100 VF Art. No.	350 CHF 10.3150.01	80 CHF 10.3145.01	n.a.
MAS-100 Eco Art. No.	300 CHF 10.2150.01	80 CHF 10.2145.01	n.a.
MAS-100 Art. No.	370 CHF 10.6150.01	100 CHF 10.1205.01	210 CHF 10.6160.01
MAS-100 Atmos Art. No.	970 CHF 10.8150.01	90 CHF	210 CHF 200719
MAS-100 CG Ex Art. No.	980 CHF 10.5150.01	100 CHF 10.5145.01	210 CHF 10.5160.01
MAS-100 Iso MH (base price incl. 1 head) Art. No.	430 CHF 10.4652.01	165 CHF 10.4646.01	210 CHF 200915
MAS-100 ISO MH (every additional head)	230 CHF	n.a.	210 CHF 200915
MAS-100 Iso NT Art. No.	430 CHF 10.4650.01	130 CHF 10.4645.01	210 CHF 10.4160.01
MAS-100 Regulus Standard LPM* Art. No.	710 CHF 10.1203.01	80 CHF 10.1205.01	210 CHF 10.1204.01
MAS-100 Regulus Additional SLPM* Art. No.	690 CHF 10.1212.01	n.a.	210 CHF 10.1210.01
DA-100 / DA-100 NT* Art. No.	820 CHF 10.1150.01	100 CHF 10.1151.02	210 CHF 10.1160.01
MAS-100 Venus Art. No.	1650 CHF 10.8250.02	150 CHF 200849	n.a.
MAS-100 Sirius Art. No.	420 CHF 201918	90 CHF 201915	210 CHF 201919
MAS-100 Libra Art. No.	n.a.	95 CHF 201237	n.a.

\*All digital anemometers are calibrated in MBV's ISO 17025 [accredited calibration laboratory](#)

### 2.5.2. MISCELLANEOUS HANDLING FEES

Express handling fee (Art. No. 10.0006.00)	400 CHF
Minimal fee for fault analysis in case customer decides to calibrate instrument himself (Art. No. 10.0012.00)	350 CHF
Minimum handling fee for disposing instrument or deciding to not execute repair work after fault analysis. 7.7% Swiss VAT will be added to this fee as the instrument is not exported (Art. No. 10.0019.00)	200 CHF
Firmware update (Art. No. 200110)	20 CHF
Clearing shipments due to wrongly filled customs documents	Billed by hour

## **2.6. PAYMENT TERMS**

Standard payment terms are pre-payment in Swiss Francs (CHF) except expressly agreed otherwise based on previous payment history.

## **2.7. QUESTIONS?**

Please contact [service@mbv.ch](mailto:service@mbv.ch) Phone: +41 44 928 30 90

### 3. SERVICE WORKFLOW

