



Splice Machine Repair Order Form Instructions

1. Fill out Repair Order completely and accurately – (NOTE– be sure to list exactly what is being shipped, such as splicer with battery)
2. Email this form to Karen Harper Slade at OFS /Fitel and copy Brad Slipher
3. The Repair Center will respond with an RMA # along with a questionnaire form to be filled out. Fill out the OFS/FITEL form and send back.
4. You are now ready to ship the equipment. Include this form inside the box and mark the RMA # on the outside of box.
5. Show unit as being at repair on "System Splice Machine Report"
6. Insure box for appropriate amount: Hand held machines = \$7,500, Core Align Machines = \$16,000
7. On receiving equipment back– immediately confirm that machine functions correctly– if not, immediately contact Brad Slipher.
8. Indicate unit returned on "System Splice Machine Report"

Customer Care

Repair Center

Karen Harper Slade <i>(First Contact)</i>	Ship To Address:
OFS Fitel Inside Sales / Customer Care Tel: 770-836-7671 Fax: 770-838-5442 kslade@ofsoptics.com	OFS / FITEL 2000 N.E. Expressway Norcross, GA 30071 Attn: Mail Drop 1W02 Tom Stafford, David Harrison Tel: 866-452-9516

David Harrison
Field Service Engineer 2000 N.E. Expressway Norcross, GA 30071 Tel: 678-783-1096 dharrison@ofsoptics.com

Tom Stafford
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