



Communications & Power Industries

PHONE (800) 414-8823
INT'L (650) 592-1221
FAX (650) 592-9988



SERVICE REPORT

PLEASE READ INSTRUCTIONS ON REVERSE SIDE BEFORE FILLING IN

EIMAC Tube Type Serial Number Return Authorization #

From whom purchased When purchased

Type of service: Broadcast, Communications, Navigation, Radar, etc., Amateur, Industrial Heating, Medical, Scientific, Other

Equipment in which Tube was used: (manufacturers Name and Type Numbers) Normal Power Output

Station Call Letters: Hours of Filament Operation Frequency

Indicate past average useful life for this specific tube type in this same equipment hours.

How Used: RF Amp, Unmod, FM, FSK, AM Plate Mod, Teleg, Pulsed RF Amp, RF Linear Amp, Grid Mod, Screen Mod, Audio Amp, Switch or Pulse Mod, Oscillator, Other (specify)

Table with columns: VALUES PER TUBE, Hours of Operation, NON-OP, OPERATING (0 hrs, 200 hrs), OPEATING (End Life). Rows include Plate Voltage, DC Plate Current, Screen Voltage, DC Screen Current, Grid Bias Voltage, DC Grid Current, Filament/heater Volts.

Is filament or heater voltage management being practiced to extend tube life?

How is screen voltage obtained?

What are extremes of filament/heater voltage due to variation in line voltage and operating conditions? to V

Is a screen bleeder used? If yes, what value? Ohms. Value of series screen resistor Ohms

How is grid bias voltage obtained? Fixed Supply Grid Resistor Other

Is grid bias adjustable? If yes, what range? to volts.

If grid resistor used, what value? Ohms

In Pulsed Service, what duty cycle? Was excitation off tube at time of failure?

Ion pump current behavior (for tube with Ion Pumps)?

Describe what happened at time of failure.

Name of Company or Person owning tube (PLEASE PRINT)

Address

Date Person to contact (PLEASE PRINT)

Phone Fax Signature

Check here if you want unrepairable tube returned to you at your expense

NO TUBE CAN BE CONSIDERED FOR ADJUSTMENT UNLESS THIS FORM HAS BEEN COMPLETED AND RETURNED WITH TUBE. PUT THE RETURN AUTHORIZATION # ON THE OUTSIDE OF THE SHIPPING CONTAINER. Do not return tube by Parcel Post.

## PLEASE READ IMMEDIATELY UPON RECEIVING TUBE

Adjustment will not be considered unless this Warranty Claim Service report is completed in full and returned with the tube or circuit component to the CPI/EIMAC factory where manufactured.

### BREAKAGE AND DAMAGE

UNDER U.S. SHIPPING REGULATIONS DAMAGE CLAIMS MUST BE COLLECTED BY THE CONSIGNEE. UNLESS OTHERWISE INSTRUCTED, ALL CPI SHIPMENTS ARE FOB FACTORY AND ANY INSURANCE MUST BE ARRANGED BY THE CONSIGNEE. DO NOT RETURN DAMAGED MATERIAL TO CPI.

**IMPORTANT:** This merchandise was thoroughly inspected and carefully packed before leaving CPI. It should be unpacked, examined and tested immediately on receipt. Responsibility for safe delivery was assumed by the carrier upon acceptance for shipment; claims for loss or damage sustained in transit must therefore be made upon the carrier as follows:

**CONCEALED LOSS OR DAMAGE:** Concealed loss or damage means loss or damage which does not become apparent until the merchandise has been unpacked or tested. The contents may be damaged in transit due to rough handling even though the carton may not show external damage. When the

damage is discovered upon unpacking and/or testing, make a written request for inspection by the carrier's agent within 15 days of the delivery date (Note: within 7 days of delivery date outside of USA). Then file a claim with the carrier since such damage is carrier responsibility.

**VISIBLE LOSS OR DAMAGE:** Any external evidence of loss or damage must be noted on the freight bill or express receipt and signed by the carrier's agent. Failure to adequately describe such external evidence of loss or damage may result in the carrier refusing to honor a damage claim. The form required to file such a claim will be supplied by the carrier.

### LIMITED WARRANTY

EIMAC products are warranted to be free from defects in workmanship and materials only. The warranty involves both calendar time and (filament/heater) operation time. Specifically involved are: time since the product was shipped from EIMAC or time since delivery to the user or operation time (filament-on or heater-on time). Whichever one lapses first concludes the warranty. For most EIMAC tubes the warranty is 24 months/12 months/3000 hours. For any specific tube, a call to EIMAC (Applications Engineering Department) is suggested. Most hardware items are warranted for 24 months from date of shipment from EIMAC or 12 months from date of receipt by the user; whichever lapses first concludes the warranty.

This warranty applies only to tubes or hardware items, which are operated within the maximum ratings specified by EIMAC for the type of service employed. The entire obligation of EIMAC under this warranty is to replace products found to be defective because of workmanship or materials, or at its option, to credit the purchaser. If failure occurs at less than 10% of the warranty operation hours, the tube may be replaced at no charge or 100% credit may be issued, through the original authorized EIMAC distributor or OEM only. If failure

occurs after the product has operated for more than 10% but less than 100% of the warranty operating hours, the product may be repaired, replaced, or prorata credit may be issued, at EIMAC's sole discretion.

In no event will EIMAC be liable for breakage or damage incurred in shipment (see BREAKAGE AND DAMAGE above). The sole and exclusive remedy under warranty shall be replacement, repair, or credit of a portion of the purchase price for defective products as provided herein.; This warranty is expressly in lieu of and excludes all other expressed or implied warranties. In no event shall seller be liable for incidental, consequential, or special damages, howsoever caused.

In the interest of conservation of scarce materials, tubes may contain recycled parts, which are required to meet the same high standards of quality control applied to other materials and components used.

Please refer to CPI/EIMAC's Warranty (Form 1558) for complete warranty information.

### RETURN PROCEDURE FOR WARRANTY CLAIMS

Where no obvious external visible fault exists, make sure the tube actually is inoperable before returning it. This should be done by operating the equipment, first with a tube known to be good to verify the functioning of the equipment, and then attempting to operate the questionable tube in the same equipment under similar conditions.

1. If the tube was obtained from an authorized EIMAC distributor or OEM, it should be returned to them and not EIMAC. Be sure to enclose a completed service report: **THIS IS IMPORTANT. Warranty claim cannot be processed without it.**
2. If the tube was purchased directly from the factory the following applies:
  - a. Complete the SERVICE REPORT FORM on the back of this sheet, giving all the data asked for. **ADJUSTMENT IS NORMALLY CONSIDERED ONLY IF THIS COMPLETED REPORT IS RECEIVED WITH THE TUBE.**
  - b. Authorization for return is required. Call **1-800-414-8823** for a Return Authorization number. Mark the R.A. number on the outside of the shipping container.
  - c. Pack the tube carefully and in the same way it was packaged, preferably using the original materials.
  - d. Ship via **PREPAID Freight (DO NOT SHIP PARCEL POST)** to the EIMAC factory as shown on the SERVICE REPORT form. **DO NOT RETURN TUBES TO A EIMAC SALES OFFICE OR SALES REPRESENTATIVE.** Customers outside the USA should normally return tubes by Air Freight. Ocean shipments are

acceptable provided the items are adequately export packed for this mode of transportation. The sender and the shipping agency must assume responsibility for damage from improper packing or handling. Any insurance charges for returned goods must be borne by the sender.

3. Customer retains title of material return for evaluation until EIMAC acknowledges adjustment responsibility in writing.
4. If EIMAC finds the tube is still serviceable, the customer will be notified and the tube returned to him at his expense. A testing and processing charge may be assessed.
5. If EIMAC finds that a replacement, repair, or credit allowance is in order, the customer will be notified. In the case of a replacement or repair, the tube will be shipped prepaid. In the case of credit the amount will be calculated based on the original charge to the authorized OEM or DISTRIBUTOR and can only be issued through them.
6. It is often necessary to dismantle an inoperative tube in connection with the failure analysis. In returning a tube the customer grants permission to dismantle at the discretion of EIMAC.
7. If no fault in workmanship or materials is found as the cause of tube failure, no warranty adjustment will be made. Such unserviceable tubes will be scrapped 45 days after notice of evaluation results is sent to the customer. If the customer desires return of an unserviceable tube, he should check the box on reverse of this sheet. If credit is given, or a replacement is made under warranty, the returned item becomes EIMAC property.

**BE SURE TO FILL IN THE REVERSE SIDE OF THIS PAGE COMPLETELY!**