



# Mobile & Portable Products Radio Repair Form

**Attach form to radio and drop off or ship to your local ERS shop.**

Fort Wayne: ERS • 4410 Earth Drive • Fort Wayne, IN, 46809

www.ers2way.com

### Customer Information:

Ship To: Company Name: \_\_\_\_\_ Customer # \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Bill To: Company Name: \_\_\_\_\_

PO Box or Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

### Radio Unit Information:

Model# \_\_\_\_\_ Serial# \_\_\_\_\_  Mobile  Portable

#### Accessories Included:

- |                                     |                                       |                                     |
|-------------------------------------|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Battery    | <input type="checkbox"/> Headset      | <input type="checkbox"/> Dust Cover |
| <input type="checkbox"/> Antenna    | <input type="checkbox"/> Charger      | <input type="checkbox"/> Clip       |
| <input type="checkbox"/> Remote Mic | <input type="checkbox"/> Power Supply | <input type="checkbox"/> Bracket    |

#### Symptoms:

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> No/Low Power    | <input type="checkbox"/> Dead           | <input type="checkbox"/> Needs Reprogram  |
| <input type="checkbox"/> No Receiving    | <input type="checkbox"/> Intermittent   | <input type="checkbox"/> Broken Clip      |
| <input type="checkbox"/> No Transmit     | <input type="checkbox"/> Constant Tone  | <input type="checkbox"/> Check Operations |
| <input type="checkbox"/> No/Low Audio    | <input type="checkbox"/> Damage         | <input type="checkbox"/> PM Check         |
| <input type="checkbox"/> Battery Problem | <input type="checkbox"/> Volume Control |   |

Other, please describe problem: \_\_\_\_\_

Do you need an estimate before a repair is made?  Yes  No

### Billing Information:

- Current ERS customer with established payment terms
- ERS Maintenance Contract Customer
- Not a current ERS customer, please bill my credit card:

American Express  MasterCard  Visa

Expiration Date \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Print name as it appears on card \_\_\_\_\_

Return Method:  UPS Ground  Customer Pick-Up  ERS Delivery

*\*Please note: A \$7.50 shipping & handling fee will apply to all returns via UPS.*

Date: \_\_\_\_\_

Name of ERS Personnel receiving unit: \_\_\_\_\_

# Shipping Instructions

Shipping a unit in for repair:

1. **Use a corrugated box.** Use a box big enough to allow for an adequate amount of packing material to protect all sides of the unit. If using a box that has already been used before, strip all previous shipping labels from box.
2. **Provide Internal Protection.** Wrap each unit separately. If you are placing more than one unit in one box, each item should be wrapped well, and then additional packing material should go between units to further protect them from damage during shipping. A rule of thumb is that there should be 2-4 inches of packing material on all 6 sides of the box between the unit(s) and sides of the box. Many things can be used for packing material, such as; foam peanuts, bubble wrap, newspaper, etc.
3. **Include Repair Form.** Before sealing your box, make sure you put a copy of the repair form in packing slip sleeve, or in the box, preferably rubber banded to the unit to be repaired (keep a copy of the repair form for your records as well).
4. **Close Box Securely.** Make sure the box is sealed tight with water-activated paper tape or plastic packing tape.
5. **Label Box.** The link below is a shipping label. Simply print it out, fill in your company information and attach it to the box.

This shipping label is included for your convenience.

FROM: _____ _____ _____ _____
TO:   EMERGENCY RADIO SERVICE 4410 EARTH DRIVE FORT WAYNE, IN 46809