

PACKING AND SHIPPING GUIDELINES

The DAQ technical team strives to provide timely inspection and repair of malfunctioning or improperly manufactured equipment. Unfortunately, we sometimes receive returned equipment that has been damaged beyond the original problem. Depending on the extent of this damage, DAQ reserves the right to void warranty coverage based on post-shipment equipment condition. To avoid this situation, please use the following guidelines when sending equipment to our facilities for testing and repair.

SELECTING A SHIPPING CONTAINER

When returning equipment and/or printed circuit boards to DAQ for repair, please use a new shipping box whenever possible. When a cardboard box becomes over-used, it loses its original protective qualities and may not adequately protect your shipment. If you must reuse a box, make sure it is rigid and in excellent condition with no punctures, tears, or corner damage, and that all flaps are intact. Also, remove any labels and all other shipment markings from the box.

Always choose a box strength that is suitable for the contents you are shipping. For most boxes, the weight limits are printed on the bottom flap. Also, be sure the box you are using is intended for shipment through small parcel carrier environments. The box you choose should be large enough to accommodate its contents and to provide suitable space for packaging materials to protect fragile articles from damage.

PROVIDING INTERNAL PROTECTION

It is important to cushion the contents of your package properly. Please be sure that you wrap each item separately as fragile articles need separation from each other, and from the corners, sides, top, and bottom of the shipping box. Each item should be surrounded by at least two inches of cushioning and be placed at least two inches away from the walls of the box. This prevents product-against-product damage and protects from shock and vibration, which can pass from the outside of the box to its contents.

Please use proper cushioning material, combined with a strong outer container, to protect your shipment fully. Improper cushioning material includes newspaper/newsprint, fabric items, and other items not specifically designed for shipment protection. Instead, please use encapsulated-air plastic,

such as small and large-cell bubble sheeting, designed to protect lightweight items. Use this sheeting in multiple wraps/layers to ensure that the item is completely protected, especially on corners and edges. Use enough cushioning material to ensure that the contents of your shipment do not move when you shake the container.

NOTE: All electronics, including printed circuit boards, require special packaging. Please use anti-static shielding bags or anti-static bubble bags to properly protect these articles during shipment.

CARRIER LIABILITY CONCERNS

It is important to know the extent of your freight carrier's liability and responsibility for loss or damaged shipments. Be sure the declared value of your shipment is indicated to the freight carrier and purchase insurance, if required.