

Directions for Shipping your Centroid Control for Repair 2-2022

First Get your RMA number from Ed Tremblay

Shipping Address:

Remedy Machine Sales, LLC.
2 Sunflower Rd.
Levittown, PA 19056

Edward Tremblay
Phone: 215-540-0404
Email: Remedymills@gmail.com

Centroid Kit #: *See the control model information pages and pictures to help you find your Centroid Control Kit number.*

Centroid Kit #: **K(4-7 digits)** This (K) Kit or serial number is on every Centroid control and is required information. This is the reference number we will use to follow all of your repairs, now and in the future. See the picture sets that will help you find your Centroid Kit and serial number.

Packaging directions and requirements:

- a) Pack it – Secure & Professionally- Insure the shipping to us for Minimum \$ 2,500.00
- b) Cover the LCD Monitor glass with a thick piece of cardboard. (Use Blue painters tape to hold it in place)
- c) Bubble pack or Paper-fill the box completely. **No Packing Peanuts, EVER!** (See why Below)
- d) Ship the control without the keyboard, we need the entire control to properly test it.
(See Pictures Below)- (If there is a external control power supply cord – include it)
(M400 Atrump 2019 to now – Only the all-in-one PC/LCD combination is needed – see control picture sets)
- e) Using the Service notes form list all of the problems you are having. We want the name and phone number of the operator, we may want to ask specific detailed questions about the errors you are having.

All control repairs: We need your complete control so that we can bench test the entire assembly and make sure that everything is working before we return it to you. See the pictures below.

Repair Policy's:

- a) We charge a \$350.00 evaluation fee. Minimum Charge, even if you decide not to repair the unit.
- b) We can provide you with either a verbal or written repair estimate before ordering parts.
Please note: We could find hidden problems that will change this estimate.
- c) If there are any changes, we will contact you for approval to proceed with your repair.
- d) We cannot stock all older PC and control parts. We order replacement parts, receive them, install them and then bench test all controls for 6 hours or more before we return them to you.

Standard Payment Terms:

- a) Preferred Payment by Check. Payment in full, before the control is returned shipped to you.
- b) Using Square or Credit Cards on our website automatically adds 6% to your invoice.

Packaging notes:

- 1) Your RMA number needs to be on your package or processing delays could be incurred.
- 2) Proper packing “No peanuts” ever or delays and additional costs will be incurred.

POLICY - We will not open packages at our Service Lab. when peanuts are found.

Packages opened and peanuts found are then taken to our warehouse ½ hour away, opened, peanuts removed, control cleaned, static energy grounded and then the control is returned to our lab so we can start your service evaluation. Expect a 2-3 day delay and added travel and labor charges.

Why NO Peanuts ever: 1) The Mess 2) Possible Static electricity damage to your control. 3) The peanut (floating particles) could negatively affect other control repairs in process and/or could cause instrumentation errors at our service center.

Shipping loss and Insurance:

There is very little help we can offer, if your control is lost by your shipping agent.

If it arrives damaged - your insurance coverage must cover the additional repairs! If external packaging damaged is seen, we will inform you ASAP/the same day that your unit arrives— it is your responsibility to contact the shipper and collect for this damage.

We cannot and will not be responsible in any way for inbound shipping damage or loss.

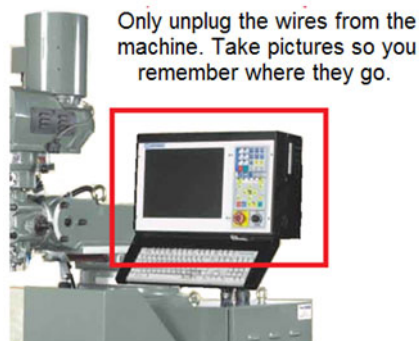
Packaging Hint

U-Haul has the strongest Box's
They also have bubble and
Paper packing.



M15 Controls

Your CNC control is the entire Black item in this Red box. We need it complete to service your control.



M400 Controls

M39 & older M400 controls, we only need the PC shown in the Red box

T400 Lathe Controls

Remove and Ship only the T400 Control LCD and PC section. The Jog panel is not needed.



T15, T39 and some T400 controls are the same as M (Mill) series controls

Send your Control external power supply and cords when applicable in M400 controls

Our established procedures and policy's

We will not service any control that has a past due invoice to Centroid or any Dealer.

We will provide you a RMA Number, so your repair can be tracked and that we can quickly access your service activity and history.

We are the largest Centroid board level technical repair service center in the USA.

We have multiple units arriving weekly; we are a high volume service center, our policies have been established to serve you better and so we can process repairs efficiently.

We service Centroid and many other PC based CNC Controls.

If we do not get everything we requested from you at the start, your service will be delayed!

If you poorly package and ship your control to us. We will repack it properly before we return it to you, we will charge you for the packaging labor and materials.

Hand delivery by Local Customers:

We allow local customers to hand deliver and pick up controls to our Hatfield PA warehouse facility, to save shipping costs.

These are always by appointment only as we are not on site every day and we would not want you to arrive expectantly and we are not on site at that time.

We have directions to easily find our 1100 Schwab Rd. Hatfield PA 19440 facility.