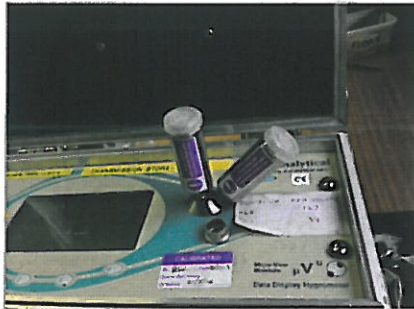


## Shipping Instructions

- 1) Ensure that the hygrometer is in a powered down condition and that the protective desiccant seals are fitted to the gas inlet / outlet ports (spare sets of desiccant seals are available upon request). Do not ship a hygrometer with open gas ports, since this will lead to saturation of the sensor and may allow physical contaminants to enter the sensor chamber.



✓ Desiccant seals connected – sensor protected



✗ No desiccant seals – sensor open to atmosphere

- 2) Any hygrometer that is not housed in an aluminium carry case should be protected with bubble-wrap (anti-static variety is preferred).



✓ Protected with bubble-wrap

- 3) If the equipment has critical accessories (such as remote sensor, battery charger or mains power cable) these should be included with the consignment so that their functionality can be checked.



✓ Include all relevant accessories

- 4) Each piece of equipment should be packed in a separate reinforced cardboard carton. MCM does not recommend packing multiple instruments within the same carton, or shipping equipment that has no protective carton at all.



✓ Good packing with well-secured cartons



\* Bad packing – only pack 1 unit per carton



\* Bad packing – no protective carton

- 5) The carton should be filled with absorbent foam chip (biodegradable eco-foam variety is preferred) or other suitable shock-absorbing material.



✓ Equal amount of foam chip around each side of the hygrometer



✓ Fill void to top of carton prior to sealing

- 6) Seal each carton securely; it is recommended that “Fragile” labels should be applied.
- 7) Each consignment must be accompanied by a Shipping Invoice that includes the following information:-
- Company name
  - User contact details (name, job title, telephone number, email address)
  - Unique order number / shipping invoice number
  - Description of equipment
  - Serial number(s) of equipment
  - Reason for repair (e.g. return for calibration, return for repair, return for service, return of rental etc)



## Shipping Instructions

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Approved by: 

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- 8) Additionally, consignments being sent from outside the UK must include additional information for customs clearance purposes:-
- Declared value for customs purposes
  - Customs harmonization code
  - Company VAT number (if applicable)
  - A declaration of the reason for return. For example, *"goods are being returned to the UK on a temporary basis for service / repair and will be re-exported upon completion of works"*.
- 9) Once packed, the consignment should be sent to:-
- Moisture Control & Measurement Ltd**  
**Rudgate**  
**Thorp Arch Estate**  
**Wetherby**  
**West Yorkshire**  
**LS23 7AT**
- FAO: Service Department  
tel: +44 (0)1937 843927  
email: [service@mcm-moisture.com](mailto:service@mcm-moisture.com)
- 10) We strongly recommend that all consignments be sent with a courier or freight-handling agent that offers a traceable delivery process. Failure to use such a service means that neither the client nor MCM can track a consignment. MCM accepts no responsibility for consignments that are lost in transit, except where such consignments have been arranged by MCM at our expense and booked against our nominated courier account.
- 11) Please notify MCM's Service Department once goods have been despatched and provide full tracking details for the consignment, in order that we can monitor progress of the delivery.



### Moisture Control & Measurement Ltd

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