



ACE Downhole
4334 West Links Drive Salt
Lake City, UT 84120 USA Tel:
801.839.1000
sales@acedownhole.com

Return Instructions and Failure Report for ACE Downhole Products.

Repair Instructions

You are responsible for all expenses incurred when returning ACE sensors. We pay return-to-customer shipping costs only on warranty-repaired units. Although we do not require an RMA number, please notify us of the pending return.

Please mark the invoice and the Airway Bill with the following information:

- **Description:** "Units for Repair"
- **Country of Origin:** USA
- **Duties and Taxes:** Bill Sender
- **Shipping Costs:** Bill Sender
- ATTN: Repairs ACE Downhole
4334 West Links Drive
Salt Lake City, UT 84120
USA

Marking the package correctly is the best way to avoid unnecessary duties/taxes. We will bill your company for any unnecessary charges incurred.

Important Note:

Before returning the unit to ACE, please make sure it is clean and free of debris. If the unit has been exposed to any media, ACE Downhole requires a copy of the pertinent MSDS or written statement certifying that the unit was not exposed to any media covered by a MSDS. This information is required prior to the unit being returned to ACE.

Product Failure Details

ACE will deliver a returned sensor summary report to the email below once a unit has been evaluated.

To help us ensure that we address the problems with your transducer, and return the unit to you as quickly as possible please provide the following:

Company Name:		Ship to Address:	
Telephone #:		Part Description:	Sensor / Surface Redout / Spooler, etc.
Contact Person:		Part Model:	
E-mail:		Part S/N:	

Please provide a description of the problem:

Where did the problem occur?

Incoming Inspection **In-Process** **Field** **Run-in-Hole** **Other**

Please fill provide information below where applicable

Pressure and temperature conditions present when the failure occurred: <input type="text"/> psi <input type="text"/> °F	Approximately how many days was the unit at this temperature? <input type="text"/> days
What is the temperature on the temperature strip in the sensor head <input type="text"/> °F (for sensor issues only)	
Last readings displayed in surface readout unit Pint <input type="text"/> psi Pdis <input type="text"/> psi (enter N/A for a single pressure sensor) Tint <input type="text"/> °F Tmotor <input type="text"/> °F Vib X <input type="text"/> G Vib Y <input type="text"/> G Insulation Resistance (SRU2i) <input type="text"/> kOhm Insulation Resistance (SRU3i) <input type="text"/> MegOhm	Last readings of diagnostic menus in the SRU Menu 10 <input type="text"/> Menu 11 <input type="text"/> Menu 12 <input type="text"/> The range of value fluctuation in Menu 12 <input type="text"/>
Electric tests (for sensor issues only) Megger Test Result (with ESP cable) <input type="text"/> M ² Ohms Phase to Phase (with ESP cable) <input type="text"/> A-B <input type="text"/> B-C <input type="text"/> A-C <input type="text"/> Ohm Megger Test Result (motor and sensor) <input type="text"/> G ² Ohms Megger Test Result (sensor only) <input type="text"/> G ² Ohms What device was used for Megger testing? <input type="text"/>	Motor temperature probe (for motor temperature issues only) How is your motor probe was installed? ACE RTD probe inserted into motor base in a shop <input type="text"/> ACE RTD probe installed in motor winding during motor manufacturing <input type="text"/> 3rd party RTD probe inserted into motor base in a shop <input type="text"/> 3rd party RTD probe installed in motor winding during motor manufacturing <input type="text"/>
Is Fuse in the High Voltage Interface good? Yes / No Should we wait for approval before beginning the repair? (This may cause additional delays)	 Have you provided your Ship to, and Bill to addresses to ACE? Yes / No

Other observations:

Please attach all additional information related to this return, such as but not limited to, test results, graphs/charts, inspection results, screenshots, etc.