



## Product RMA for CV International Cryogenic Sampler

The Cv International Cryogenic Sampler Product *Return Merchandise Authorization* (RMA) process ensures efficient handling of returns, repairs, or replacements for this specialized equipment. Customers should provide the unit's serial number, a detailed description of the issue, and any relevant operating conditions. Upon approval, the Cryogenic Sampler must be securely packaged and shipped to Cvi's designated facility for inspection and service. Cvi's team of experts will assess the product, perform necessary repairs or replacements, and return the sampler promptly to maintain operational reliability.

# SERVICE REQUEST FORM

SAVE THIS .PDF FORM TO YOUR DRIVE AND OPEN SAVED FILE FOR FULL INTERACTIVE FUNCTIONALITY. Email to: [sales@cvintl.com](mailto:sales@cvintl.com)

YOUR INFO

### REQUESTER INFORMATION

COMPANY NAME: (squadron or unit if US military), \_\_\_\_\_

COMPANY CONTACT: (name, phone, email) \_\_\_\_\_

SECONDARY CONTACT: (name, phone, email) \_\_\_\_\_

RETURN SHIP TO ADDRESS \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PRODUCT INFO

### PRODUCT INFORMATION

Part Name \_\_\_\_\_

Description \_\_\_\_\_

Part Number \_\_\_\_\_

Serial Number \_\_\_\_\_

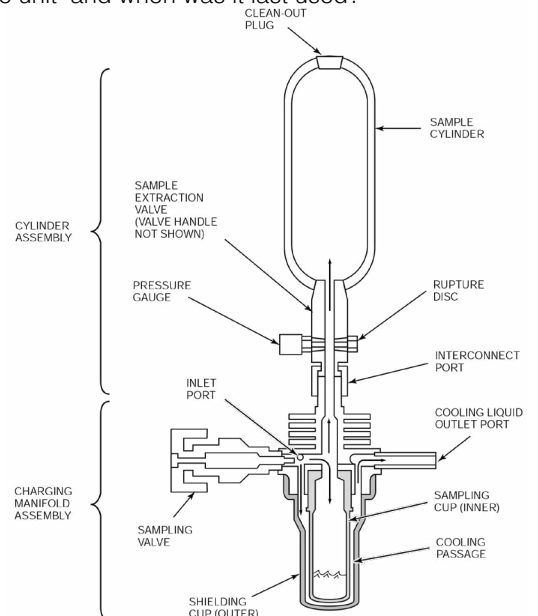
NSN \_\_\_\_\_

Contract Number (If available) \_\_\_\_\_

Please provide any additional info that may pertain to the unit in need of service, i.e. when was the unit last repaired or serviced? Was it with Cvi? [YES NO ] What is primary use for the unit and when was it last used?

Date of Last Repair \_\_\_\_\_

Primary Use of Unit:





Reason for request: Is the unit damaged? [YES NO ]

If YES, check box(s) that best describes issue

REPAIR DETAILS • REPAIR DETAILS

1. **LEAKING** does not hold pressure- Explain where leak is occurring, did the leak begin slowly or happen abruptly.

2. **VALVE IS STUCK** open/ closed- did the valve progressively become harder to turn, or did it happen abruptly?

3. **DAMAGE** Has the unit been dropped or damaged by any other means than regular use- provide explanation

4. **NONE OF THE ABOVE** Please provide brief explanation explaining the issue and how damage occurred, if possible, please provide photos of damage.

**PHOTO**

**PHOTO**

Does cylinder need hydrostatic testing? [YES NO ]

If yes, is your cylinder stamped DOT or UN/ISO? [DOT UN/ISO ]

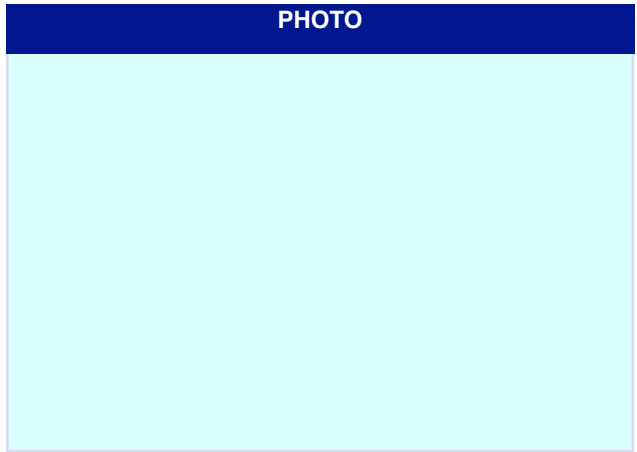
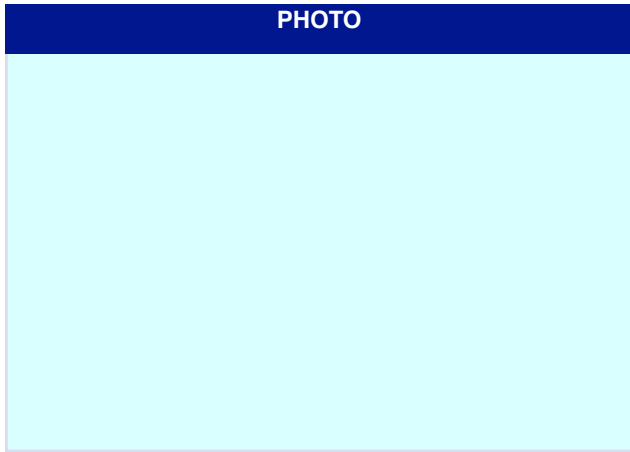
When was the cylinder last tested and re-certified? \_\_\_\_\_

What is the manufacturers date stamped on cylinder? \_\_\_\_\_



← DOT3A or UN/ISO Location

**5. PHOTO** Insert photo showing cylinder markings to help identify Manufacturers date, last re-certification date, DOT3A or UN/ISO and manufacturers serial number.



**NOTE TO CUSTOMERS**

All repairs and hydrostatic testing on units used for testing aviators breathing oxygen requires we disassemble, and LOX clean all components of the sampler and will require a minimum of **8 WEEKS** for cleaning.

**Please sign, date and email to:**

Your Cvi contact or **sales@cvintl.com** with subject as **"RMA service request (insert your company name)"**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date