



BARTLETT Instrument Company



Make The Repair Process Quick And Easy!

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When there is something wrong with your controller, getting it back and running as quickly as possible is generally your biggest priority. To make things easier, remember these simple steps to get the process going and get your greenhouse up and running quicker.

First, if you think there is something wrong with your controller, give us a call to see if we can find a solution first. Often times, our tech can solve the problem over the phone and you won't need to send your controller in.

If the problem can't be fixed and the controller needs sent in follow these guidelines:

- Ask our technician for an RMA number so we are able to track your repair.
- Go to our website, under the Greenhouse tab click Repairs, and print the RMA form.
- Fill out the form completely.
- Pack the controller in anti-static packaging and be sure to include the completed RMA form. Antistatic packaging is important to prevent damage to the controller. If you don't have antistatic packing, newspaper works well. Do not wrap it in plastic, styrofoam, or packing peanuts.

Once your controller is sent in for repair, allow 1-2 weeks for it to be repaired. Keep in mind, you can always order spare parts ahead of time to keep yourself up

and running. It never hurts to be prepared. If you've got questions or a controller you think might need repaired, give us a call!

BARTLETT

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