

Dear Sir or Madam,

to design the repair throughput times to be optimal for you, we have customized our repair process. This results in innovations for you, about which we would like to inform in the following. Since the 1<sup>st</sup> of July 2005 you will get the necessary RM # for return deliveries exclusively via the Internet at

<http://www.yxlon.com/Service/Repairs-Service>

The returned product will be dismantled and possibly cleaned by a technician from our or one of our sub-suppliers Service Centre. We require this form to be completed to preclude the potential health risk to our service personnel that can occur when receiving, disassembling, or repairing potentially contaminated products.

**This declaration can only be completed and signed by an authorized and qualified person.**

Please fill in the present declaration of contamination/decontamination and attach it to the product before shipping it to YXLON.

Acceptance/repair will be carried out on products only if a fully completed, correct declaration of contamination is provided. If this is not the case, the corresponding repair will be delayed or omitted. **A separate declaration must be submitted for each device and each product.**

Every product returned without this declaration of contamination / decontamination completed, and secured to outside of package, will be returned to the customer unprocessed, at his cost.

If following inspection and quotation you decline the repair you may be subject to service fee to cover product decontamination, disassembly, cleaning and evaluation.

Please also be advised that by sending your equipment to us, you have authorized us to partially disassemble the item for inspection or failure analysis. The act of disassembly may permanently damage old seals and bearings. If the product is subsequently deemed unrepairable or you decline the repair and request the item to be returned, we cannot ensure that it will be reassembled to working condition upon return.

The product must be drained of fluids and residue, securely packaged and shipped prepaid. Concerning the closing of the ports (inlet & outlets of the product), metallic airtight blank flanges should be used if toxic or copper gases have been pumped.

Remove all adapters, fittings, valves, splinter screens, etc. that are not an integral part of product. YXLON will not be responsible for lost or damaged items that are not integral part of the product.

The risk may be of the following nature:

1. **Chemical:** Danger to health, risks of explosion, fire, risks for the environment. Please indicate the chemical formula and name of the gases or substances that have been in contact with the product .
2. **Biological, explosive or radioactive:** In case of contamination our Service Centre is currently unable to decontaminate and recycle such material without risk to the safety of our staff. **Please contact us before sending the product to YXLON.**
3. **Copper contamination:** Copper based by-products formed in sputtering or etching processes are considered as a contaminant in some semi-conductor processes. All copper contaminated products must be bagged and sealed inside the shipping container. The shipping documents and the outside of the shipping container must be clearly labelled as "Copper" or "Cu contaminated". If these procedures are not followed, the product may be returned unrepared at the customer's expense and/or subject to additional packaging fees. For decontamination a specific treatment is required, which can generate extra costs.

In the event of chemical contamination YXLON asks you to indicate the following gases or substances:

- Gases (or substances) introduced into the product and which may be found at the exhaust
- Gases (or substances) resulting from the reaction or process.

# YXLON

Technology with Passion

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LBA zertifiziert als  
Bekannter Versender /  
Known Consignment

- Gases (or substances) that may possibly be formed inside of pump (due to a chemical or thermodynamic reaction, condensation, deposition, precipitation, etc.)

We are sure that you share our concern for the safety of our personnel and we request your full cooperation in carrying out these few extra steps prior to returning any and all products YXLON.

After you have entered all the necessary information interactively, you will automatically receive an E-Mail with the RM # and corresponding data as a PDF file. This function is available for you 24h / 7 days a week.

**Please note:**

**The return of goods must be significantly marked outside with the allocated RM # !**

In case of non-identifiable shipments (e.g. no RM-number labelling at the packaging or no filled Declaration of contamination) the acceptance will be refused without exception. These kind of shipments will be returned unchecked to the sender or will be handed over to the freight forwarder for return transportation.

All additional costs thereby incurred will be borne by the sender.

**Electronic circuit boards / PCBs / single components cannot be repaired and will be disposed.**

**Please attach the signed declaration of contamination to a document bag (to be attached outside of the packaging).**

**The corresponding form pages can be printed out individually and must be enclosed with the goods Shipment.**

If you have any questions or suggestions, we ask you to contact our employees in the Service Desk. You can reach us during our business hours Monday - Friday, 08:00h - 17:00h under



++49 4052729-150



++49 40 52720-273



repairsndt@hbg.yxlon.com

(Goods returned for repair, warranty repair or replacement within the scope of the standard warranty, incorrect deliveries or orders, other returns of goods)

contracts@hbg.yxlon.com

(Return of goods under ServicePass conditions (SmartExchange, Y.WarrantyPass, Y.SmartPass, Y.LifecyclePass)

**Please read the information of the Declaration of Contamination on page 3, fill the forms on pages 4 and 5 completely and attach it to the product before shipping or bring them into a document pocket on the outside of the packaging.**

**For returning detectors please fill out the error log as complete as possible on page 6, 7 and 8. This form is used for error pre-analysis.**

**The appropriate form pages can be printed individually and must be attached to the shipment.**

We are convinced that you will appreciate the overall more favorable handling of the repair process and would like to thank you for your support in this matter.

Your YXLON Service Team

