

High Vac Depot

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Operated by Vacuum Engineering Services, LLC



Turbo Pump Return Procedure

Thank you for contacting us regarding the repair of your turbomolecular pump. If you wish to send the pump to us for repair we ask that you please follow this procedure. Providing all of the necessary information will ensure that your pump repair will proceed quickly and efficiently.

1. Please fill out the Product Safety Disclosure Form, to the best of your knowledge. **Please list all gases pumped, even if it is only air.** If the pump is from an instrument where trace quantities of many different materials were pumped, please note that information and then only list the most commonly used gases, and the carrier gas.
2. Please fill out the contact information so we can get in touch with you. Please provide a phone number and at least one alternative method of contact (email, etc.).
3. Please provide a return shipping address to make sure your pump will be delivered back to you.
4. If you are a new customer, please fill in as much of the billing information as possible. At a minimum please provide a contact name and phone number for our accounting department to call and set up a new account in the event additional charges are incurred.
5. Package the pump as securely as you can; OEM packaging is best, and if it arrives in good condition we will return your pump in the same box. If you don't have the OEM packaging, please use firm packing materials such as foam. **Avoid bubble wrap if possible and do not use packing peanuts** – these do not provide adequate protection for your pump. **For oil lubricated pumps, the oil must be drained prior to shipping** (DOT Regulations). Please do not send oil with the pump.
6. Place a prepaid return shipping label to your facility in an envelope, taped to the turbopump or provide a UPS or FedEx account and the speed of return delivery you prefer (Ground, 2-Day, Overnight).
7. Ship your pump to our rebuild facility: Capitol Vacuum, 14140 Parke Long Ct., Suite D, Chantilly, VA 20151. We strongly recommend you insure your pump against damage or loss.
8. If you provide a purchase order number (for customers with approved credit) or a credit card number with your order, we will proceed with the repair without contacting you. If we find any problems that may incur extra cost, we will contact you immediately and we will not proceed further without your approval.
9. A proper evaluation of a turbopump requires a complete disassembly and inspection. Should you decide not to proceed with the repair after the evaluation, or if your pump is deemed non-repairable a \$265 evaluation fee will apply.

If you have any questions, concerns or comments you can contact us at 800-289-6945 or sales@highvacdepot.com