

CNC Control Repairs: Shipping Address & Directions

Directions - Shipping Your Centroid Control for Repair 7-2021

EC EDM & Remedy Machine Sales, LLC.

2 Sunflower Rd.
Levittown, PA 19056

Email: Remedymills@gmail.com

Edward Tremblay
Phone: 215-540-0404

Website: Remedymills.com

YOUR RMA & Kit number MUST be on the shipping label
Contact us for your RMA # before shipping anything to us.

Centroid Kit #: **K_4-6 digits_** This(K) Kit number is on every Centroid control and is required information. This serial number is your system ID and is the reference number we will use to follow your repairs.

Packaging Requirements:

- a) Pack it – Secure & Professionally and insure the shipping to us for Minimum \$ 2,500.00
- b) Cover the LCD Monitor glass with a thick piece of cardboard. (Using Blue painters tape)
- c) Bubble pack only -fill the box completely. **NO Packing Peanuts –EVER ! (See why Below)**
- d) Ship the entire control unit, it is needed to do our testing.(See Pictures Below)
- e) Please provide a written list of the problems, the name and phone number of the operator, as we may have questions about the control problems they are having.

Standard Payment Terms:

Payment in full, before the control is return shipped to you.

Packaging notes:

- 1) Your RMA Number MUST be on the package or processing delays will be incurred.
- 2) Proper packing “No peanuts” or delays will be incurred. **POLICY - We will not open packages when peanuts are found at our Service LAB.** Packages arriving with peanuts are taken to our warehouse ½ hour away, opened, cleaned, static energy grounded and then returned to our lab to start your service. Expect a 2-4 day delay in your evaluation.

NO Peanuts EVER: 1) The Mess 2) Possible Static electricity damage to your control.

3) The peanut partials (mess and floating particles) could negatively affect other control repairs in process, and could cause instrumentation errors at our service center.

Shipping Damage or Loss:

If it arrives damaged or lost - your insurance coverage must cover these costs ! We will inform you ASAP/same day that your unit arrived if damaged. It is your responsibility to contact the shipper and collect for any and all damage and/or loss.

We refuse to be responsible in any way for ANY inbound shipping damage.

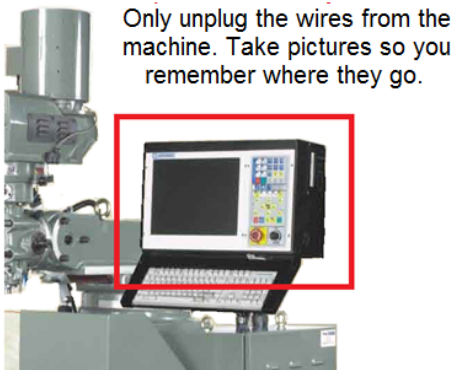
ALL CNC Machine Controls We need your complete control so that we can bench test the assembly and make sure that everything is working before we return it to you.

M15 Controls

Your CNC control is the entire Black item in this Red box. We need it complete to service your control.



Your CNC control is the entire Black item in this Red box. We need it complete to service your control.



Only unplug the wires from the machine. Take pictures so you remember where they go.

M400 Controls

Service Recommendations:

- a) All system configurations are backed up and will be stored at our facility.
- b) If you have a Hard Drive - **We strongly** recommend upgrading to a Solid state memory. Save future issues or problems due to shipping damage caused by bouncing in transit.
- c) We can replace old motherboard chip batteries in M15 and older M400 units. Save money by simply upgrading your control motherboard battery now.

See other repair policies on our Service Home page

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Packaging Hint

U-Haul has the strongest Box's
They also have bubble packing.



In this Red box is your complete Centroid CNC control. You must remove the complete control from the machine, only unplug the wires that come to the control through the arm. Take pictures so you know where to put them back!

We do not need your keyboard.

T400 Lathe Controls