

Return / Maintenance and Repair Order

Valid for all AGT-PSG products: sample gas probes, sample gas coolers, heated sample lines, analyser systems and compressed air dryers · Version: 06 Aug 2026

1 Packaging and shipping

If you want to send a product to AGT-PSG for maintenance or repair, please note the following:

- Use the original packaging. If it is no longer available, use other stable packaging that protects the product against weather and mechanical damage. Handle with care – heavy blows cause irreparable damage.
- AGT-PSG only accepts deliveries that are undamaged on the outside. Ensure transport in an upright position; tilting can irreparably damage certain components. Ideally strap the package to a pallet and do not stack.
- Heated sample lines: coil the line generously and protect the ends against contamination. Probes: pack the filter element and the probe tube separately and well cushioned.
- Mark your shipment with the appropriate symbols:



Please complete this form in full – including the fault description and the declaration of contamination status. Send the product together with the forms DDP (Delivery Duty Paid – AGT-PSG only accepts deliveries if freight and customs are fully paid) to:

AGT-PSG GmbH
Hajo-Rüter-Str. 23
65239 Hochheim am Main
Germany

Please inform us by email to order@perfectsamplegas.de about the shipment and the expected delivery date and attach scans of the completed forms. All further communication regarding your repair case will also run through this mailbox.

2 Sender, return address and contact

Sender (company, street, postal code/city, country)	Return delivery to (if different)

☐ same address as sender

Contact (name, email, phone)	Your purchase order / reference number (if available)

3 Product details

Product group (please tick)

☐ Sample gas probe	☐ Sample gas cooler	☐ Heated sample line
☐ Analyser system	☐ Compressed air dryer	☐ Other: _____

Device type	Description / part no.	Serial number	Operating hours

4 Fault description

Please describe the fault as precisely as possible. The more specific your information, the faster and more targeted our diagnosis. Helpful: What happens? Since when? Under which operating conditions? Has anything already been checked or replaced?

Fault description (mandatory)

Operating conditions and application (sample gas, sampling point, operating time, special conditions)

5 Additional details for sample gas coolers and compressed air dryers only

The following details apply to sample gas coolers and compressed air dryers only. For all other product groups you may skip this section.

Area	Reason 1	Reason 2
☐ Compressor	☐ Cooling temperature	☐ Failure
☐ Gas circuit	☐ Leak	☐ Blocked
☐ Control	☐ Failure	☐ Wrong values
☐ Fan	☐ Failure	☐ Noises
☐ Condensate pump(s)	☐ Failure ☐ Noises	☐ Leak ☐ Blocked

Gas flow per gas path	_____ l/h	Inlet dew point / moisture	_____ °C / _____ %
Gas inlet temperature	_____ °C	Ambient temperature	_____ °C

6 Diagnosis, cost approval and deadlines

Diagnosis flat fee

By sending in the product you commission AGT-PSG GmbH to carry out a fault diagnosis. For this we charge a flat fee of 150 € net plus statutory VAT. The fee is payable regardless of the result – also if the product cannot be repaired or if you decide against a repair.

Blanket approval (optional)

☐ I approve repair work up to a total amount of € 1,000 net without a prior quotation.

The amount is understood as the total of all repair items including the diagnosis flat fee and the required spare parts, plus statutory VAT. Shipping costs are not included and will be charged separately.

If the repair costs exceed this amount, you will receive a quotation covering the total amount. Without this tick you will always receive a quotation first.

Deadlines and conditions

- Quotation: valid for 8 weeks from receipt. If you accept it, we carry out the repair at the stated price; a higher amount will only be charged after prior agreement with you.
- No response within 8 weeks: we will set a final deadline and offer return shipment at your expense. If this deadline also passes unused, we are entitled to dispose of the product properly. The diagnosis flat fee remains payable.
- Rejection of the quotation: return shipment at your expense. The diagnosis flat fee and the shipping costs will be charged.
- Missing or incomplete declaration of contamination status: the product will not be opened and will be returned unopened at your expense after the deadline has passed.

7 Declaration of contamination status

Legal regulations require you to complete, sign and return the declaration of contamination status. This information protects our employees. Please attach the declaration to the outside of the packaging. Without it your repair order cannot be processed.

- ☐ I herewith declare that the product specified above has been properly cleaned and decontaminated and that there are no risks present when handling the product.

Otherwise please describe the hazards in detail:

 ☐ Explosives	 ☐ Acute toxicity	 ☐ Flammable	 ☐ Oxidizing
 ☐ Environmental hazard	 ☐ Corrosive	 ☐ Health hazard	 ☐ Irritant toxicity
☐ liquid	☐ solid	☐ powdery	☐ gaseous

Name of the hazardous substance / residues

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Please enclose a current safety data sheet of the hazardous substance.

With my signature I confirm the information on decontamination and accept the conditions on the diagnosis flat fee, approval and deadlines set out in section 6.

Company, contact

Place, date, stamp, signature