

RENISHAW REPAIR SERVICES

Resources for Manufacturing is your **AUTHORIZED Renishaw Master Distributor** and a full service Metrology Company since 1993 offering top-shelf support, customer service, and responsiveness.

Repair (limited items)

A limited amount of product can be repaired to factory performance specifications, and carries a 3-month warranty. The product is received by the factory and is evaluated. An evaluation fee is required.

Repair By Exchange (RBE)

Through this service, we ship you 'as new' replacement product after receipt of your failed unit. This simple-to-use option is designed to minimize downtime caused by in-service failures. RBEs carry a 6-month warranty.

- Full factory packaging complete with new manuals, accessories, and calibration certificates
- Remanufactured to the newest performance specifications
- Normally less costly than repairs

Advance RBE

Through this service, we ship you 'as new' replacement product within 24hrs of your order, normally within the same day with expedited shipping options. To take advantage of this option, simply order online or contact RFM confirming your purchase order number, tell us the **serial number** of your failed product, and we will ship you a replacement. Advance RBEs also carry a 6-month warranty.

6 Easy Steps

Step 1: Determine the current model of the failed product. www.renishawprobe.com or contact RFM.

Step 2: Locate the serial number on your current item. *Can't find it, we can help!*

Step 3: Order the replacement product via our [online store](#), [email](#) or call us at 937-436-4699. We are here to help.

If you can't find an RBE option, [contact us](#) as not all RBE offerings are listed.

Provide the serial number of your faulty item

Standard RBE

Step 4: Carefully package the item for shipment.

- Mark the Order Number on the shipping documents.
 - Credit Card: Mark the Online Order Number
 - Purchase Order: Mark your issued PO#
- Please be sure to only send the item itself and no accessories such as cables, probe shanks or styli. You are responsible for the expenses related to shipping the unit to Renishaw and for the shipping costs of the replacement head.

Step 5: Ship the package to the address provided below.

Step 6: You will receive your RBE replacement product normally within 10-15 business days of receipt of returned product depending upon the shipping method chosen.

Advanced Replacement

Step 4: Your replacement product is normally shipped within 24hrs of your order. Order cutoff time is 3:30 EST.

Step 5: After receipt of your product you have 5 business days to return the failed item. Carefully package the item for shipment.

- Mark the Order Number on the shipping documents.
 - Credit Card: Mark the assigned Order #
 - Purchase Order: Mark your issued PO#
- Please be sure to only send the item itself and no accessories such as cables, probe shanks or styli. You are responsible for the expenses related to shipping the unit to Renishaw and for the shipping costs of the replacement head.

Step 6: Ship the package to the address provided below.

Ship To:

**Renishaw Inc.
Attn: REPAIRS PO#:
1001 Wesemann Dr
West Dundee, IL 60118**