



## Service and Repair Process

1. Select the relevant checkboxes and complete all fields in this Service Order form.
2. Send an e-mail and attach this Service Order form to: emea.varnamo.repair@mmm.com
3. Receive the "Repair Maintenance Authorization" with the shipping address.
4. Print and put the "Repair Maintenance Authorization" with the product in the same box.

## Type of Service Requested

**By selecting a service option you also authorize the associated cost**

<input type="checkbox"/>	<b>Factory Inspection</b>	Includes general inspection, cleaning of all parts, as required, replacement of mandatory service spare parts (gaskets, pawl springs, etc.) and service certification. Does not include repairs. If repairs are required, then the service centre will request approval for a <b>Level 1</b> or <b>Level 2 Service</b> repair.
<input type="checkbox"/>	<b>Level 1 Service</b>	Includes <b>Factory Inspection</b> , and as required, replacement of cable, or web subassemblies with fall indicator not activated, non-legible labels and other minor components.
<input type="checkbox"/>	<b>Level 2 Service</b>	Includes <b>Level 1 Service</b> repair, and as required, replacement of: brake assembly components, motor spring, unit housing(s) and related major parts, including brake adjustment.

### Notes:

1. The EMEA Service Center in Sweden acts as a service provider for the repair and warranty services of FP products on behalf of the local 3M subsidiary, which remains the primary contracting entity for the distributor.
2. Labor cost is included on Factory Inspection and the **Level 1** and **Level 2 Service** repair options. Freight cost is not included on any of the above service options.
3. If during inspection we determine that your product does not require a **Level 2 Service** repair, we will contact you and invoice you only for a **Level 1 Service** repair or **Factory Inspection**, as required.
4. If upon examination 3M determines that the unit exhibits excessive wear, damage, or corrosion (above **Level 2 Service** repair), we will contact you with the options to either scrap the unit or return it without service. A diagnostic fee of, € 50.00 per unit, will be charged in such cases.
5. We reserve the right to refuse service on any unit. Please make sure to fill in all mandatory fields and follow the **Service and Repair Process** steps.
6. If you are unsure of your 3M Customer number, please contact your 3M Sales Representative.
7. 3M Global Privacy Statement ([https://www.3m.com/3M/en\\_US/company-us/privacy-policy/](https://www.3m.com/3M/en_US/company-us/privacy-policy/)).

## Contact Information

Invoice Details	All fields are mandatory	Return Address	All fields are mandatory
PO No./Order Ref		Company Name	
Company Name		3M Customer Number	
3M Customer Number		Address	
Invoice Address		Zip Code and City	
Zip Code and City		Country	
Country		Contact	
Contact		E-mail	
E-mail		Telephone Number	

### Product Details

**Include Product Number**

<b>Reason for Repair?</b> Because device has...	<input type="checkbox"/> Been used in a fall <input type="checkbox"/> Failed inspection <input type="checkbox"/> Been damaged <input type="checkbox"/> Been used heavily	<input type="checkbox"/> Become due for an annual inspection <input type="checkbox"/> Other; please specify here:  
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