

Online RMA Tool Getting Started Guide

You can initiate the process to obtain a Return Material Authorization (RMA) number online at any time. With an online RMA you can track your order status as it moves through the system. This guide explains how to get started.

Need help?

Phone: (877) 355-3225

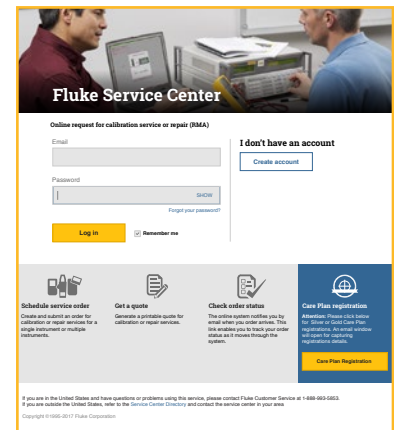
Download "How to set up an RMA via the online RMA tool" at <http://us.flukecal.com/literature/articles-and-education/general-calibration-metrology-topics/video/online-service-request->

Information required for a service request

Have this information easily available before you begin.

- Product model with configuration and serial number
- Required calibration level of service, if applicable (e.g. Z-540 or 17025 accredited)
- Payment information, if applicable (e.g. credit card details or CarePlan information)

1. Go to the Fluke Calibration online request for calibration service or repair page <http://us.flukecal.com/support/calibration-services> and click on the Service Request (RMA) button.
2. If this is your first visit to the page, create an account and then login. If you already have a login and password, go ahead and login.
3. You will see a screen where you can input information about your service request.



Product Information

Tip: Tax & Shipping and Handling charges are not included in line total
 Tip: Proof of purchase is required for in warranty products
 Tip: Gold Members must provide Cold/Agreement Number
 Tip: If you received a service promotion code direct from Fluke service or a participating dealer enter it in the new Promo Code box below.
 Tip: Your equipment may be offloaded to an approved supplier or other Fluke facility, use of RMA constitutes acceptance
 Tip: Prices are subject to change.
 Tip: Click the Magnifying Glass button next to the field to display a list of models

Remove	* Model	* Serial Number	Repair	* Calibration [?]	Warranty [?]	Contract #	Promotion Code	Line Total	*Problem Description	Shipment Instructions	Additional Information
	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	Select One	Out of Warranty	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	Select One	Out of Warranty	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	Select One	Out of Warranty	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	Select One	Out of Warranty	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	Select One	Out of Warranty	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
Total (USD) <input type="text"/>											

Tip: Click Add More Rows to create additional lines

Start at the top of the form. Moving left to right, visit each section/box.

- a. Click the magnifying glass next to each field to display a list of available models/options to choose from.
- b. Fields marked with an asterisk (*) are required.
- c. If you need help, look for the question mark (?) in each box and click on it to get more information.

