

Returning your device for service is simple!

- 1- **Obtain an RMA number.** Call KORR at 1-800-895-4048 or email a service request form via the website @ www.korr.com. Be sure to have the unit serial number handy. This is a 4-6 digit number beginning with a "SN" located on the back of your device. KORR will then issue you an **RMA number.**
- 2- **Prepare the device for shipping.** Disconnect all hoses, adapters, cables and power cords. Put the device in a plastic bag to protect the intake ports from dirt, debris, or packing materials.
- 3- **Box the unit.** Remember, these are sensitive measurement devices. We recommend shipping them in the original packaging materials, or purchasing boxes in the appropriate sizes. Here are some suggestions of boxes that are readily available on-line, by a simple phone call, or at your local post office, UPS or FedEx store:

MetaCheck or ReeVue

USPS-Priority Mail Large Flat Rate Box (12x12x5)

UPS- 16x10x8

Fed Ex-13x9x11

CardioCoach:

USPS-no flat rate box large enough

UPS-18x16x6

FedEx- 17x17x7

Additionally, you will want to protect the unit with packaging materials such as bubble wrap or packing peanuts. KORR is not responsible for any damage incurred during shipping.

- 4- **Address the package.** Address the package to:
KORR Medical Technologies
3487 W 2100 S Suite 300
Salt Lake City, UT 84119
RMA #
BE SURE TO WRITE YOUR RMA NUMBER ON THE OUTSIDE OF THE BOX
- 5- **SEND.** USPS will pick up the flat rate box with their regular pick up. UPS will schedule a pick-up when you call 1-800-PICK-UPS (742-5877). Fed-EX: 1-800-Go-FedEx (463-3339).

That's it! KORR will service your unit in a timely manner and return it to you to get you back to testing as quickly as possible. For any additional questions, call the KORR Technical Support department at (800) 895-4048 ext 110