

## HOW IT WORKS



1. Contact our customer center at 1-800-672-2222 to request a service notification  
OR email to [us.cs@MSAsafety.com](mailto:us.cs@MSAsafety.com).



2. Provide your billing, shipping and contact information.



3. Provide the product model, serial number and problem/service requested.



4. The customer service agent will provide you with service options available and pricing.



5. Provide your method of payment:
  - credit card number
  - purchase order number



6. Return the service notification form along with your product to the address specified.



7. For products requiring an estimate, the service center will contact you for approval as soon as an evaluation is made.



8. The service center will complete your service order and return it to you as soon as possible.

SERVICE NOTIFICATION REQUEST		
<b>Billing Address (Sold To Account)</b>		
Name		
Address		
Address		
City	State	Zip
Contact Name		
Phone		
Email		
<b>Shipping Address (Ship To Account)</b>		
Name		
Address		
Address		
City	State	Zip
<b>Product Information</b>		
Product Make/Model	Serial Number	
Service Requested		
Problem		
<b>Payment Information</b>		
Purchase Order		
Credit Card	Yes	<i>Note: Credit card information taken directly by Customer Service representative at time of initial phone call. Or, if form is emailed, Customer Service representative will contact customer for credit card information.</i>

**CALL:** To return a unit for service, provide above information to MSA Customer Service at 1-800-672-2222.

**EMAIL:** To return a unit for service, provide above information to MSA Customer Service at [us.cs@MSAsafety.com](mailto:us.cs@MSAsafety.com).

**SHIP TO:** Please refer to the Service Center ship to address located on your service notification.

Note: This Bulletin contains only a general description of the products shown. While uses and performance capabilities are described, under no circumstances shall the products be used by untrained or unqualified individuals and not until the product instructions including any warnings or cautions provided have been thoroughly read and understood. Only they contain the complete and detailed information concerning proper use and care of these products.



**MSA – The Safety Company**  
 1000 Cranberry Woods Drive  
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 Phone 724-776-8600  
[www.MSAsafety.com](http://www.MSAsafety.com)

**U.S. Customer Service Center**  
 Phone 1-800-MSA-2222  
 Fax 1-800-967-0398

**MSA Canada**  
 Phone 1-800-672-2222  
 Fax 1-800-967-0398

**MSA Mexico**  
 Phone 01 800 672 7222