

HOW IT WORKS



1. Contact our customer center at 1-800-672-4678 to request a service notification
OR email to customerservice-permanentinstruments@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		
Billing Address (Sold To Account)		
Name		
Address		
Address		
City	State	Zip
Contact Name		
Phone		
Email		
Shipping Address (Ship To Account)		
Name		
Address		
Address		
City	State	Zip
Product Information		
Product Make/Model		Serial Number
Service Requested		
Problem		
Payment Information		
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 1-800-672-4678.

EMAIL: To return a unit for service, provide above information to MSA Customer Service at customerservice-permanentinstruments@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 product uses and performance capabilities are generally described, the products shall not, under any circumstances, be used by untrained or unqualified individuals. The products shall not be used until the product instructions/user manual, which contains detailed information concerning the proper use and care of the products, including any warnings or cautions, have been thoroughly read and understood. Specifications are subject to change without prior notice.

MSA operates in over 40 countries worldwide. To find an MSA office near you, please visit [MSAsafety.com/offices](https://www.MSAsafety.com/offices).