



PHONE (800) 414-8823  
 INT'L (650) 592-1221  
 FAX (650) 592-9988

## KLYSTRODE® IOT SERVICE REPORT

(Note: No tube can be considered for adjustment unless this form has been completed and returned with tube)

Klystrode IOT Type Number \_\_\_\_\_ Serial Number \_\_\_\_\_ When Purchased \_\_\_\_\_  
 From Whom Purchased \_\_\_\_\_  
 Type of Service: Visual \_\_\_ Aural \_\_\_ Combined Visual/Aural \_\_\_ Digital \_\_\_  
 Type of Equipment in which Tube was used \_\_\_\_\_  
 (Manufacturer's Name and Type Number)  
 Station Call Letters \_\_\_\_\_ Channel Number \_\_\_\_\_ Total Hours of Heater Operation \_\_\_\_\_

### OPERATING CONDITIONS AT TIME OF FAILURE

Heater Voltage: AC \_\_\_\_\_ DC \_\_\_\_\_ Volts VacIon® Current \_\_\_\_\_ uA RF-Drive Power \_\_\_\_\_ Watts  
 Heater Current: \_\_\_\_\_ Amps Beam Voltage \_\_\_\_\_ KV RF Power Output: Peak \_\_\_\_\_ Average \_\_\_\_\_ KW  
 Beam Current, Average \_\_\_\_\_ Amps Magnet Volts \_\_\_\_\_ Magnet Current \_\_\_\_\_ Amps  
 Bias Voltage \_\_\_\_\_ Volts Grid Current \_\_\_\_\_ MA  
 Polarity of Grid Current \_\_\_\_\_  
 What are extremes of filament voltage due to line voltage variations & operating conditions? \_\_\_\_\_ to \_\_\_\_\_ V  
 How is control grid bias voltage obtained? Resistor \_\_\_\_\_ Supply \_\_\_\_\_ Combination \_\_\_\_\_  
 Is grid bias adjustable? \_\_\_\_\_  
 Was beam voltage on at time of failure? \_\_\_\_\_ Was excitation off tube at time of failure? \_\_\_\_\_  
 Was stage being adjusted at time of failure?: \_\_\_\_\_ If so, what were conditions? \_\_\_\_\_

Part of Tube	Temp. °C		Air or Water Flow		Pressure Drop Across Tube	
	Inlet	Outlet	CFM	GPM	Air: In.Water	Water: PSI

Collector: \_\_\_\_\_  
 Anode/Body: \_\_\_\_\_  
 Input Cavity: \_\_\_\_\_  
 Output Cavity: \_\_\_\_\_  
 Describe what happened at time of failure: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Check here if you want unrepairable tube returned to you at your expense.

Name of Company or Person owning tube: (please print) \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Date: \_\_\_\_\_ Signature \_\_\_\_\_



## KLYSTRODE® IOT WARRANTY CLAIM

### PLEASE READ IMMEDIATELY UPON RECEIVING TUBE

Adjustment will not be considered unless this Warranty Claim/Service Report is completed in full and returned with the tube or circuit component to CPI-Eimac Division (see reverse side).

#### BREAKAGE AND DAMAGE

UNDER U.S. SHIPPING REGULATIONS DAMAGE CLAIMS MUST BE COLLECTED BY THE CONSIGNEE. UNLESS OTHERWISE INSTRUCTED, ALL CPI SHIPMENTS ARE FOB FACTORY AND ANY INSURANCE MUST BE ARRANGED BY THE CONSIGNEE. DO NOT RETURN DAMAGED MATERIAL TO CPI.

**IMPORTANT:** This merchandise was thoroughly inspected and carefully packed before leaving CPI. It should be unpacked, examined and tested immediately on receipt. Responsibility for safe delivery was assumed by the carrier upon acceptance for shipment; claims for loss or damage sustained in transit must therefore be made upon the carrier as follows:

**CONCEALED LOSS OR DAMAGE:** Concealed loss or damage means loss or damage which does not become apparent until the merchandise has been unpacked or tested. The contents may be damaged in transit due to rough handling even though the carton may not show external damage. When the damage is discovered upon unpacking and/or testing, make a written request for inspection by the carrier's agent within 15 days of the delivery date (Note: within 7 days of delivery date outside of USA). Then file a claim with the carrier since such damage is carrier responsibility.

**VISIBLE LOSS OR DAMAGE:** Any external evidence of loss or damage must be noted on the freight bill or express receipt and signed by the carrier's agent. Failure to adequately describe such external evidence of loss or damage may result in the carrier refusing to honor a damage claim. The form required to file such a claim will be supplied by the carrier.

#### RETURN PROCEDURE FOR WARRANTY CLAIMS

Where no obvious external visible fault exists, make sure the tube actually is inoperable before returning it. This should be done by operating the equipment, first with a tube known to be good to verify the functioning of the equipment, and then attempting to operate the questionable tube in the same equipment under similar conditions.

1. If the tube was obtained from an authorized CPI distributor or OEM, it should be returned to them and not CPI. Be sure to enclose a completed service report: **THIS IS IMPORTANT. Warranty claim cannot be processed without it.**
2. If the tube was purchased directly from the factory the following applies:
  - a. Complete the SERVICE REPORT FORM on the back of this sheet, giving all the data asked for. **ADJUSTMENT IS NORMALLY CONSIDERED ONLY IF THIS COMPLETED REPORT IS RECEIVED WITH THE TUBE.**
  - b. Authorization for return is required. Call **1-800-414-8823** for a Return Authorization number. Mark the R.A. number on the outside

of the shipping container.

- c. Pack the tube carefully and in the same way it was packaged, preferably using the original materials.
- d. Ship via PREPAID Freight (DO NOT SHIP PARCEL POST) to the CPI factory as shown on the SERVICE REPORT form. DO NOT RETURN TUBES TO A CPI SALES OFFICE OR SALES REPRESENTATIVE. Customers outside the USA should normally return tubes by Air Freight. Ocean shipments are acceptable provided the items are adequately export packed for this mode of transportation. The sender and the shipping agency must assume responsibility for damage from improper packing or handling. Any insurance charges for returned goods must be borne by the sender.
3. Customer retains title of material return for evaluation until CPI acknowledges adjustment responsibility in writing.
4. If CPI finds the tube is still serviceable, the customer will be notified and the tube returned to him at his expense. A testing and processing charge may be assessed.
5. If CPI finds that a replacement, repair, or credit allowance is in order, the customer will be notified. In the case of a replacement or repair, the tube will be shipped prepaid. In the case of credit the amount will be calculated based on the original charge to the authorized OEM or DISTRIBUTOR and can only be issued through them.
6. It is often necessary to dismantle an inoperative tube in connection with the failure analysis. In returning a tube the customer grants permission to dismantle at the discretion of CPI.
7. If no fault in workmanship or materials is found as the cause of tube failure, no warranty adjustment will be made. Such unserviceable tubes will be scrapped 45 days after notice of evaluation results is sent to the customer. If the customer desires return of an unserviceable tube, he should check the box on reverse of this sheet. If credit is given, or a replacement is made under warranty, the returned item becomes CPI property.

#### LIMITED WARRANTY

Please refer to CPI's Warranty (Form 1558) for complete warranty information.