

Repair Instructions: 1) Call Bartlett Instrument at 319-372-8366 to get RMA number.  
2) Fill out fields on this form marked with asterisks.  
3) If paying with credit card, fill out fields on this form marked with (CC).  
4) Send controller & completed form to:  
Bartlett Instrument Company, 1032 Avenue H,  
Fort Madison, IA 52627

S.O. # \_\_\_\_\_

# Bartlett Instrument RMA Form

Date Received \_\_\_\_\_

\*Name \_\_\_\_\_

\*Address \_\_\_\_\_

\*City \_\_\_\_\_ \*State \_\_\_\_\_ \*Zip Code \_\_\_\_\_

\*Email Address \_\_\_\_\_ \*Phone \_\_\_\_\_

**Controller Information:** Software & Serial # found on label on Circuit Board (V6-CF, RTC1000, 3Key).  
Software & Serial # found in Menu -> Data Menu -> Kiln Info (Genesis, Genesis2.0, Genesis Mini)

\*RMA Number (Issued from Bartlett Tech) \_\_\_\_\_

\*Number of Zones(1, 2, or 3) \_\_\_\_\_ \*Controller Model \_\_\_\_\_ \*Software \_\_\_\_\_

\*Serial Number \_\_\_\_\_ \*Thermocouple Type (K/S/R/N) \_\_\_\_\_

\*Symptoms \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Packaging Notes \_\_\_\_\_

(Office Use Only)

Repair Notes \_\_\_\_\_

(Office Use Only)

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\_\_\_\_\_

Repair Number \_\_\_\_\_ Date Returned \_\_\_\_\_

(Office Use Only)

(Office Use Only)

(CC) Type of Card: Visa \_\_\_\_\_ Mastercard \_\_\_\_\_ American Express \_\_\_\_\_

(CC) Credit Card Number \_\_\_\_\_ (CC) Expiration Date \_\_\_\_\_

(CC) Name as it appears on the card \_\_\_\_\_ (CC) CVV Code \_\_\_\_\_

(CC) Credit Card Billing Address \_\_\_\_\_

\_\_\_\_\_