



To help expedite the servicing on your backflow preventer test kit, we want to clarify what will be happening and ensure that you provide us with the information we need to process your order.

**1) You are responsible for delivering or shipping your test kit to:**

BAVCO  
20435 S. Susana Rd  
Long Beach, CA 90810

Business Hours:  
7:30am - 4:00pm PST  
Monday - Friday

If you are shipping your test kit, we suggest you use a shipping service that can track and verify that it was delivered to us.

To prepare your test kit for shipping, remove all tools and test fittings from your test kit and keep them. These will not be needed by our gauge lab. If your test kit has a carrying case, please place the test gauge in the carrying case when you ship it. You may send your test kit hoses with your test kit, but be sure they are placed in the carrying case. Be sure to drain any water from your test kit and hoses by opening all needle and bleed valves. Leave all bleed and needle valves open when you ship the test kit. If you are sending in an electronic model, be sure to include the charging adapters and to also turn it off. Pack your test kit in a rigid shipping box that is strong enough to deliver the test kit safely. Place the test kit in the box with a minimum of 6 inches of resilient packing material equally spaced around the test kit to assure it is not damaged in shipping.

**2a) What is the reason you are requesting service?**

Annual Check  Not Working Properly

\_\_\_\_\_  
\_\_\_\_\_

**2b) How old is the test kit?** \_\_\_\_\_ years (for warranty info) purchased as  new  used

**2c) Contact and Shipping Information:** (A test kit cannot be shipped to a PO Box)

Company Name \_\_\_\_\_ Business Hours \_\_\_\_\_

Contact Name #1 \_\_\_\_\_ phone \_\_\_\_\_

fax \_\_\_\_\_ email \_\_\_\_\_

Contact Name #2 \_\_\_\_\_ phone \_\_\_\_\_

Company Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Return Address (if different) \_\_\_\_\_

City, State, Zip \_\_\_\_\_



## 2d) Method of Payment

BAVCO Open Account (For existing BAVCO customers only)

PO# \_\_\_\_\_ Reference Name \_\_\_\_\_

By Credit Card

Card Type  Visa  Mastercard  American Express

Name on Card \_\_\_\_\_

Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

**2e) Return Shipping Method:** BAVCO will normally return the test kit to you via UPS. Do you want to ship:

UPS

Other \_\_\_\_\_

Hold for Will Call

## 3) Charges and Procedures

The lab charge is \$85 plus any return shipping costs, and covers the following maintenance procedures:

- Clean the case and test kit.
- Pressure test all hoses, needle valves, and connections to assure that they are tight.
- If your hoses contain particle filters, we will clean or replace the filter elements.
- Verify accuracy of the gauge in your test kit to assure it conforms to the manufacturer's accuracy standards.

if any part of the test kit is found to be in need of repair, we will notify you with an explanation of the problem and an estimate of expected labor and materials costs to repair it. We will not proceed without repair authorization.

Any repair costs will be above and beyond the gauge lab fee and shipping charges.

Your gauge will be evaluated as to how it performed when we received it, and how it performed when we are done with it. A lab report of these findings will be included with the returned test kit. We will ship the test kit back to you via UPS unless we are given other directions.

When you receive the returned test kit, please immediately open the shipping box and inspect the test kit for any signs of damage. Connect the test kit up to a water source to assure that no other damage has occurred during shipping. We take care to package your test kit so it is returned safely to you, but if any damage takes place once it leaves us, you must notify us within 10 days of receipt to arrange further procedures.

While your test kit is in our care, if you need to contact us to verify status or to authorize repair, please contact us at:

**toll-free:** 800-458-3492

**fax:** 310-639-0721

**email:** info@bavco.com

Please direct your inquiry to John Gould ext. 28 or John Purzycki, ext 15. Please have your company name and contact name ready, as well as the date shipped, so that we can more easily reference your test kit information.

BAVCO is the country's largest Master Parts Distributor, specializing in backflow prevention assemblies. We maintain a state of the art gauge lab to service your test kit needs. You can visit us at [www.bavco.com](http://www.bavco.com) if you need to review any of the test kit specification sheets, or need to access the BAVCO Reference Manual of backflow assemblies. We look forward to servicing your backflow prevention needs.