



To help expedite the servicing of your backflow preventer test kit, we want to clarify what will be happening and the information we need to process your order.

**WEST COAST**

20435 S. Susana Road Long  
Beach, CA 90810  
M-F: 7:30 AM - 4:00 PM PST  
**(800) 458-3492**

**EAST COAST**

1201-F Technology Drive  
Indian Trail, NC 28079  
M-F: 7:30 AM - 4:00 PM EST  
**(844) 202-1618**

**1.) You are responsible to deliver or ship your test kit to BAVCO:**

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, be sure they are placed into 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 (please explain)

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

**2c.) Contact & 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 \_\_\_\_\_

If you wish to pay for this order by Credit Card please check this box and we will contact you at the time of completion to finalize the order.

**2e.) BAVCO will return the test kit via UPS, unless specified otherwise.**

Do you want us to ship:  Other \_\_\_\_\_  Hold for Will Call

**3.) When we receive your test kit for evaluation**, we will review your information and test kit. The lab charge is \$95 plus any return shipping costs. When we receive your test kit, we will clean the case and test kit. We will pressure test all hoses, needle valves and connections to assure they are tight. If your hoses contain particle filters, we will clean or replace the filter elements. We will 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 of the problem with an expected estimate of labor and material cost. 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 the test kit is returned to you, 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 no other damage has taken place in 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 authorize repair, please contact us at 800-458-3492, ext 315, fax: 310-639-0721, or e-mail: [info@bavco.com](mailto:info@bavco.com). If you need to contact us, please have company name and contact name ready and date shipped so we can readily reference your test kit information.

**BAVCO is the Country's Largest Master Parts Distributor of original factory parts for backflow prevention assemblies. We have Every Part for Every Assembly In Stock with same day shipping Guaranteed!** Visit us at [www.bavco.com](http://www.bavco.com) to access the BAVCO Reference Manual where you can review any backflow prevention assemblies, breakdowns, or repair information. We look forward to servicing your backflow prevention needs.

