

Are you planning to ship your Vapor Sorption Analyzer? Annual calibration services and other service needs may require you to ship your VSA back to Decagon. To ensure safe travels for your valuable instrumentation, please follow these important instructions.

1. Contact Decagon Devices for a return materials authorization number (RMA#). Call 509-332-5601 or email support@aqualab.com.
2. Request a box from Decagon for safe packaging of the VSA.

Prepare the VSA for Shipment

1. Download your data. (Please do not delete the data.)
2. Turn the power off and then unplug the VSA.
3. Remove the power cord and USB cable - set them aside.
4. If a sample is in the VSA, remove it.
5. Remove the Desiccant tubes – if available, replace the rubber caps on the valves. Wrap the tubes with bubble wrap.
6. Remove the weight pan and actuator. Wrap each with bubble wrap.
7. Latch the VSA lid closed.
8. Drain all of the water from the water tank by removing the water tank drain plug and loosening the fill plug. Tip the VSA slightly to the side until all of the water has drained. Replace and tighten the drain and fill plugs.
9. Tighten VSAs adjustable feet.

Package the VSA

1. Use the VSA packaging you have received from Decagon. This will consist of two boxes. The smaller box, designed to hold the VSA in preformed Styrofoam packing material, fits between two suspension packing inserts inside the larger box.
2. Insert the VSA, secured with the Styrofoam packing, into the smaller box. Close the box flaps and secure them with packaging tape.
3. Place one suspension insert in the bottom of the big box with the plastic film facing up.
4. Place the small box containing the VSA into the large box, and center it over the plastic film on the insert.
5. Put the bubble wrapped desiccant tubes, actuator, and scale pan into a plastic bag and set them in the big box, just to the side of the smaller box.
6. Do not include the power cord or other VSA accessories. Keep them at your location.
7. Place the 2nd suspension insert over the smaller box with the plastic film facing down.
8. Press the top insert down – squeezing the smaller box tightly between the two suspension inserts.
9. Seal the big box with packaging tape and label the box with the RMA #.
10. Label the box “Caution”, “Fragile”, “Heavy”
11. Ship the package to Decagon at 2365 NE Hopkins CT, Pullman WA 99163 USA.