



**ACE Downhole**  
**4332 West Links Drive**  
Salt Lake City, UT 84120 USA  
Tel: 801.839.1000  
[sales@acedownhole.com](mailto:sales@acedownhole.com)

## **Return Instructions and Failure Report for ACE Downhole Products.**

### **Repair Instructions**

You are responsible for all expenses incurred when returning ACE sensors. We pay return-to-customer shipping costs only on warranty-repaired units. Although we do not require an RMA number, please notify us of the pending return.

Please mark the invoice and the Airway Bill with the following information:

- **Description:** "Units for Repair"
- **Country of Origin:** USA
- **Duties and Taxes:** Bill Sender
- **Shipping Costs:** Bill Sender
- **ATTN:** Repairs ACE Downhole  
4334 West Links Drive  
Salt Lake City, UT 84120  
USA

Marking the package correctly is the best way to avoid unnecessary duties/taxes. We will bill your company for any unnecessary charges incurred.

## Product Failure Details

ACE will deliver a returned sensor summary report to the email below once a unit has been evaluated.

To help us ensure that we address the problems with your transducer, and return the unit to you as quickly as possible please provide the following:

Company Name:		Ship to Address:	
Telephone #:		Part Description:	Sensor / Surface Redout / Spooler, etc.
Contact Person:		Part Model:	
E-mail:		Part S/N:	

Please provide a description of the problem:

Where did the problem occur?

Incoming Inspection     
  In-Process     
  Field     
  Run-in-Hole     
  Other

### Please fill provide information below where applicable

**Pressure and temperature conditions present when the failure occurred:**

\_\_\_\_\_ psi                      \_\_\_\_\_ °F

What is the temperature on the temperature strip in the sensor head .

\_\_\_\_\_ °F (for sensor issues only)

**Approximately how many days was the unit at this temperature?**

\_\_\_\_\_ days

**Last readings displayed in surface readout unit**

Pint \_\_\_\_\_ psi  
 Pdis \_\_\_\_\_ psi (enter N/A for a single pressure sensor)  
 Tint \_\_\_\_\_ °F  
 Tmotor \_\_\_\_\_ °F  
 Vib X \_\_\_\_\_ G  
 Vib Y \_\_\_\_\_ G  
 Insulation Resistance (SRU2i) \_\_\_\_\_ kOhm  
 Insulation Resistance (SRU3i) \_\_\_\_\_ MegOhm

**Last readings of diagnostic menus in the SRU**

Menu 10 \_\_\_\_\_  
 Menu 11 \_\_\_\_\_  
 Menu 12 \_\_\_\_\_  
 The range of value fluctuation in Menu 12 \_\_\_\_\_

**Electric tests (for sensor issues only)**

Megger Test Result (with ESP cable) \_\_\_\_\_ MOhms  
 Phase to Phase ( with ESP cable) \_\_\_\_\_ A-B \_\_\_\_\_ BC \_\_\_\_\_ AC \_\_\_\_\_ Ohm  
 Megger Test Result (motor and sensor) \_\_\_\_\_ GOhms  
 Megger Test Result (sensor only) \_\_\_\_\_ GOhms  
 What device was used for Megger testing? ) \_\_\_\_\_

Is Fuse in the High Voltage Interface good?

**Yes / No**

**Motor temperature probe (for motor temperature issues only)**

How is your motor probe was installed?

ACE RTD probe inserted into motor base in a shop \_\_\_\_\_  
 ACE RTD probe installed in motor winding during motor manufacturing \_\_\_\_\_  
 3-d party RTD probe inserted into motor base in a shop \_\_\_\_\_  
 3-d party RTD probe installed in motor winding during motor manufacturing \_\_\_\_\_

Should we wait for approval before beginning therepair? (This may cause additional delays)

**Yes / No**

Have you provided your Ship to, and Bill to addresses to ACE?

**Yes / No**

Other observations:

**Please attach all additional information related to this return, such as but not limited to, test results, graphs/charts, inspection results, screenshots, etc.**