

TSI/GRAYWOLF

1. The end user sends the completed form "APHC IH Maintenance Request - User" to (email: usarmy.apg.medcom-phc.mbx.ohs-equipment-maintenance@mail.mil):
 - One form per each piece of equipment/serial number with exception of the velometer which then all probes need to be listed on the form (probes can be listed in the description box).
 - Make sure to select if calibration only, repair only, or calibration and repair are needed.
2. A return e-mail will be provided with:
 - a ticket number for steps below and for reference if any questions arise
 - RMA (return merchandise authorization), which is the unique identifier from the contractor for each piece of equipment
 - the address of the calibration vendor
 - Fed Ex account log in information
3. The end user sends the equipment to the calibration vendor and sends an e-mail to: usarmy.apg.medcom-phc.mbx.ohs-equipment-maintenance@mail.mil with the ticket number, date sent and FEDEX tracking information.
4. The contractor has 10 working days from receipt of equipment to complete the calibration and send the equipment back to the end user.
5. As soon as the equipment is received by the end user, send a confirmation e-mail to: usarmy.apg.medcom-phc.mbx.ohs-equipment-maintenance@mail.mil and include the ticket number.

NOTE: End Users WILL NOT contact the calibration vendor; doing so will result in an Anti-Deficiency Act Violation. We monitor the FedEx account and will report unauthorized uses.