NortekUSA, Inc.
RMA Form
2025

Please return form(s) with shipment to:
NortekUSA, Inc
21 Drydock Ave Suite 740E
Boston, MA 02210

- Complete This Section Once Per Shipment- -

Company Information:

Company: MBARI

Contact: Paul Roberts

Phone: +1 831-775-1842

Email: proberts@mbari.org

Ship To (for return):

7700 Sandholdt Road

Moss Landing, California 95039

Payment for Shipping **(required for all RMAs)**

- ☐ UPS Shipper Acct. No._____
- ☑ Credit Card/PO from Payment Method below
- ☐ Prepay and Add to Diagnostic Fee Invoice
- ☐ UPS Return Label Provided

- - - - - - - - - - - - - - - - - Complete for Each Instrument (attach additional if necessary) - - - - - - - - - - - - - - - - -

Instrument Information:

Instrument Type: Signature 4000m s/n: 106755

Reason for Return:

- ☐ General Checkup and Service
- ☑ Repair – describe issue:

Deployed from July 2025 through Dec 2025 at 886 m depth and ran without issue.

Redeployed at the same location on March 5, 2026 and ran until March 18 2025 before large increase in current draw

tripped our PSU eFuse. After recovery, measured 0.5 Ohm between power pins and device draws 3A at 2.5V on PSU

Authorization for Payment:

- Standard service covering three hours of labor, evaluation, and testing: **$770.00**
- If additional repair is needed, NortekUSA, Inc. may charge the card below after repair quote is issued and confirmed by the customer

Payment Method:

- ☑ Credit Card (VISA / MC only)

Number: 4808019007193895

Name: Paul Roberts

Exp: 05/27 Security Code: 464

Zip or Postal Code: 95039

- ☐ Purchase order (please include with shipment AND email at time of shipment to meghan.cook@nortekgroup.com.)