



MVE Tech Tips



July, 2008

Broken Locking Tab

Certain MVE Dewars are equipped with a welded locking tab. If this locking tab is damaged beyond use, then the unit needs to be sent in to Chart's facility in New Prague, Minnesota to have the tab welded back onto the dewar. This welding procedure does present a risk to the vacuum, so only use this alternative if needed.

Receiving Shipments from Chart, Inc.

Domestically, Chart sells its products with F.O.B. (Freight on Board) Origin terms. In other words, the buyer owns the goods from the time the shipment leaves the dock and is responsible for filing freight claims for damaged or shorted goods. Internationally, INCO Terms determine who is responsible for filing the freight claim.

Regardless of location, please follow the listed steps upon delivery:

- Check your shipment thoroughly upon receipt for any visible damage, i.e. dents, tears, punctures, etc.
- Make sure you have the proper number of boxes within the shipment, i.e. the delivery receipt calls for 6 boxes, but you only have 5.
- If you receive a shipment that is short or visibly damaged, make a notation on the carriers receipt.
- Check for concealed damage after opening
 - o If any damage to the product is found after the carrier has left, **do not throw anything away, including packaging materials.**
- Report damage to the carrier as well as Chart, Inc. (internationally, this action depends on INCO Terms)
 - o Concealed damage **MUST** be reported within 15 days of receipt, **otherwise you will void any damage claim.**

Installing a Secondary Solenoid Valve on HE/ETERNE Series Freezers

Contact Technical Service for instructions. Upgrading an HE/ETERNE Series freezer to a dual solenoid valve set up requires the following parts:

PART	PART NUMBER	QUANTITY
Solenoid valve	11884614	1 each
Hex nipple	10824345	1 each
Copper tube 3/8" OD	10591019	2 feet
Compression nut with ferrule	1011492	2 each
Splice 14-16ga crimp on	10740109	2 each

Customer/Technical Info

For ordering information contact

Customer Service:

USA & Canada: 800 482-2473
Europe: +44 1344-403100
Asia/Australia: +61 297-494333

For technical information contact

Technical Service:

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