



Ship to address for US  
and German locations:

**PDS USA**  
4367 Dallas Cherryville Hwy.  
Bessemer City, NC 28016

**PDS Europe**  
Tichelbrink 68  
32584 Lohne, Germany

## REPAIR FORM

### LETS GET STARTED

The repair and rebuild process begins after we receive your unit and perform our inspection and evaluation. Once the inspection is completed, PDS will prepare a Repair Quote, review it with you and ask for your “approval to proceed”. If you decide not to have us repair your spindle or saw arbor, we will box it up and return it to you at your expense. In the event of a warranty spindle repair, please call the service department @ 704-922-1206 to receive a Return Material Authorization number (RMA#).

To begin the spindle or saw arbor repair process, complete the form on this page and ship to PDS with spindle.

- Call 704-922-1206 and press “4” to let us know your unit is on the way
- If sending special tooling or fixtures, please advise

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Visit [www.pdsspindles.com/spindle-repair/](http://www.pdsspindles.com/spindle-repair/) to complete this form online.

If you need an **emergency repair**, it is imperative you call us before you ship your unit so we can evaluate our repair schedule. PDS will confirm your Emergency Repair Service request after the spindle has been received and inspected by PDS.

Emergency repair service requires allocation of technicians and resources in advance. Spindles sent in for emergency repair are placed ahead of normal repairs upon receipt. Expedite fees will apply regardless of unforeseen circumstances preventing a scheduled delivery.

### Contact Information:

Name: (\*)

Company: (\*)

Email: (\*)

Phone: (\*)

Fax:

Shipping Address: (\*)

City: (\*)

State: (\*)

Zip: (\*)

**Billing Address Same As Shipping Address?** (Leave blank if the same)

Billing Address: (\*)

City: (\*)

State: (\*)

Zip: (\*)

**Repair Information:**

Type of Unit for Repair:

Machine Brand:

Machine Model:

Machine Serial Number:

Spindle Manufacturer:

Spindle Serial Number:

Voltage: (electrospindles and drills only)

Material Being Processed:

Maximum RPM:

Reason For Repair?

**Disassembly:**

Complete Disassembly? (\*)

Yes

No

\*Example: bearings, noise or vibration issues

Partial Disassembly? (\*)

Yes

No

\*Example: sensor check, drawbar/ clamp force, tool retention issues

Tool Holder Included? (\*)

Yes

No

\*Please include a tool holder with your ATC spindle for evaluation

**Urgency of Repair:** (Repair must be confirmed with repair dept. 704-922-1206 and press "4")

Service Type? (\*)

Standard- Shipped to PDS

Standard- Local Drop Off

Emergency- Shipped to PDS

Emergency- Local Drop Off

\*\$1000 emergency service charge for ATC spindles and \$600 emergency service charge for MTC spindles

Comments:

## Shipping Information:

Return Shipping Method:

- UPS (NDA)     Ground  
 2 Day         Other

Special Instructions:

### Note:

Spindles that are cost prohibitive to repair become PDS property if customer does not authorize return within 30 days.

### Terms:

- All shipping charges to and from, warranty and non-warranty claims are at customer expense.
- Emergency spindle repair service must be confirmed with PDS prior to shipping to PDS.
- Spindles not approved for repair will be returned disassembled at the customer's expense.
- Unclaimed spindles will become PDS property 90 days from evaluation date.
- Contact the PDS Repair Department for details: phone 704-922-1206
- \*\*Evaluation fee of \$350 is waived if the spindle is repaired or replaced.
- Up to \$1000 evaluation charge for metalworking and stone and marble spindle repair quotes that are not approved. If repair quote is not approved, the spindle will be returned unassembled. This evaluation fee is normally waived upon customer approval for the repair. Please contact customer service for more details.