

CONTACT

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MOOG



SENDING YOUR SERVO VALVE AND PROPORTIONAL VALVE REPAIRS TO MOOG

1. Ensure your unit is packaged securely. We have a selection of multipurpose shipping plates if you require them.
2. Send your unit and a completed copy of the form below to Moog in Tewkesbury.
3. If you require a Priority Fast Track Service - please call us to book a slot. The current fee is £125 per unit.
4. General repair requirements will normally be inspected FOR FREE within 2-3 working days, and a detailed cost estimate will be emailed to you outlining the best repair classification to suit your needs.
5. In some circumstances we may offer an upgrade to a unit incorporating latest technology.
6. If you wish to proceed with a repair, we will require an official purchase order (in the case of account customers), and payment by bank transfer for non-account customers.
7. Repairs are normally completed within 5 to 10 working days from approval and returned by our national carrier using a next day service.
8. On occasions we may need to forward certain specialised units to other Moog subsidiaries for repair. We will advise this on receipt, and this may affect our turnaround times.
9. All repaired units receive 12 months warranty.
10. If required, we will email the courier tracking number and website link to enable you to track your completed repair in transit.
11. Please note that any units sent to us which are not authorised for repair, will be scrapped after 6 months, and an inspection fee will be applied.



PLEASE COMPLETE THIS FORM, ENCLOSE IT WITH YOUR SERVO VALVE AND SEND TO

Moog Industrial Service Centre, Ashchurch Industrial Estate, Tewkesbury, Gloucestershire, GL20 8NA.

Company Name	
Invoice Address	
Postcode	
Delivery Address	
Postcode	
Contact Name	Email Address
Phone Number	Fax Number
Brief Description of Fault	
Last Oil Analysis	Machine Type/Application