

Contact us today at our offices in Tewkesbury, UK,

Tel: +44 (0)1684 858000

Email: service.uk@moog.com

Web: www.moog.co.uk/service

MOOG



SENDING YOUR SERVO VALVE AND PROPORTIONAL VALVE REPAIRS TO MOOG

1. If you have a Moog multi-purpose blanking plate, please secure it to the valve to prevent oil seepage
2. Ensure your component is packaged securely.
3. Send your unit and a completed copy of the form below to Moog in Tewkesbury.
4. If you require an Express Service – please call us to book a slot. The current fee is £138 per unit.
5. General repair requirements will normally be inspected within 2-3 working days, and a detailed cost estimate will be emailed to you outlining the best repair classification to suit your needs.
6. In some circumstances we may offer an upgrade to a unit incorporating latest the technology.
7. 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.
8. Repairs are normally completed within 5 to 10 working days from approval and returned by our national carrier using a next day service.
9. 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.
10. All repaired units receive a one year warranty.
11. If required, we will email the courier tracking number and website link to enable you to track your completed repair in transit.
12. 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 Group, Ashchurch Parkway, Tewkesbury,
Gloucestershire GL20 8TU UK**



Company Name

Invoice Address

Postcode

Delivery Address

Postcode

Contact Name

Email Address

Phone Number

Brief Description of Fault

Last Oil Analysis

Machine Type/Application
