

Rotary meter (2M-38M) service request (non-Canadian customers)



Company name		Address		Date (YYYY/MM/DD)
Main contact name		Telephone number	Email address	
Shipping contact (<input type="checkbox"/> check if same as main contact)		Telephone number	Email address	
Billing address	City	State/country	Zip code	
Ship from address (<input type="checkbox"/> check if same as billing address)	City	State/country	Zip code	
Ship to address when meters completed (<input type="checkbox"/> check if same as billing address)	City	State/country	Zip code	

Meter specifications		Meter test requirements	
Meter badge number	Meter make, model, & size	Type of test required (check all that apply)	
Number of meters (for multiple meters/ types use additional form)		<input type="checkbox"/> Standard test at 2 flow rates: 1. Low load (LL) = 20% of Qmax +/- 5% (pass ≤ 1.5%) 2. High load (HL) = 95% of Qmax +/- 5% (pass ≤ 1%)	
Serial number	High pressure meter? <input type="checkbox"/> Yes (Surcharge applies) <input type="checkbox"/> No	<input type="checkbox"/> Other flow rates (additional cost) Provide points: _____	

Module test requirements	In-test (additional cost)
Is the meter an Instrument Drive (ID) meter? <input type="checkbox"/> Yes <input type="checkbox"/> No, module (ECM2, Micro or Adem-T) <u>not</u> provided for testing <input type="checkbox"/> No, module (ECM2, Micro or Adem-T) <u>is</u> provided for testing If yes, do you require: <input type="checkbox"/> Module only ECM2, Micro or Adem-T <input type="checkbox"/> Module only PTZ	A test completed prior to repair and calibration to establish the performance of the meter in its current condition <input type="checkbox"/> No <input type="checkbox"/> Yes, standard test at 2 flow rates <input type="checkbox"/> Yes, test at other flow rates. Provide points: _____
	If meter is an ID, indicate flow direction <input type="checkbox"/> ↑ Vertical flow head up <input type="checkbox"/> Horizontal flow head up ↔

For modules only, An Excel File must be provided with Serial Numbers, Badge Numbers, Max Pressure (150 kPa, 250kPa or 700kPa) and each module needs to be identified with the size of meter body that it will be attached to, in order to validate that the configuration of the module is correct.

If module provided for testing, please answer the following questions

Battery <input type="checkbox"/> Lithium <input type="checkbox"/> Alkaline	Units <input type="checkbox"/> Metric <input type="checkbox"/> Imperial	Version	Custom display
Uncorrected volume Digits X <input type="checkbox"/> ft ³ <input type="checkbox"/> m ³	Corrected volume Digits X <input type="checkbox"/> ft ³ <input type="checkbox"/> m ³	Fixed P factor	Base temperature <input type="checkbox"/> °C <input type="checkbox"/> °F
Uncorrected out pulse <input type="checkbox"/> ft ³ <input type="checkbox"/> m ³	Corrected out pulse <input type="checkbox"/> ft ³ <input type="checkbox"/> m ³	<input type="checkbox"/> Max Pressure PTZ Module Only <input type="checkbox"/> 150 kPa <input type="checkbox"/> 250 kPa <input type="checkbox"/> 700 kPa	

Paint meters (grey only)	Repair details
<input type="checkbox"/> Yes (no additional cost) <input type="checkbox"/> No	<input type="checkbox"/> New meter, no repairs needed. <input type="checkbox"/> In service meter, repairs required.

All quotations, invoices and certificates will be returned by email.

Turnaround	Required date (YYYY/MM/DD)
6 - 8 weeks 15 days (additional cost) 5 days (additional cost)	

Shipping requirements

All pick-up and delivery of meters will be coordinated by FortisBC. Freight, parts and customs fees are additional.

Date meter will be ready for pickup by carrier (YYYY/MM/DD)

The following information is required by Customs

Type of container used <input type="checkbox"/> Crate/box <input type="checkbox"/> Banded to pallet <input type="checkbox"/> Other, specify:	Quantity of boxes on pallet	Quantity of pallets
Shipment type <input type="checkbox"/> Complete meter (body plus module) <input type="checkbox"/> Module only	Total weight of shipment (lbs)	Country or origin (where meter manufactured)
Fair market value (if meter were sold, at what cost) provide cost for each meter, not total \$ <input type="checkbox"/> CAD <input type="checkbox"/> USD	IRS number (Internal Revenue Service tax number)	

To submit your request, or if you have any questions, please contact: FortisBC Measurement Web: fortisbc.com/measurement Toll Free: 1-800-667-4338 E-mail: measurement@fortisbc.com	Document Number: QA – 2765d Issue Date: March 2026 Revision: 2
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