



Paramount Return for Service Procedure

Please carefully follow the steps below when boxing and shipping a Paramount mount to Software Bisque.

Requirements for Boxing and Shipping the Mount

The Paramount must be shipped inside *two* double-wall cardboard boxes, with ultra-dense shipping foam that is custom made to fit the shape of the mount.



The Paramount is a precision instrument. The mount will be damaged during shipment if it is not boxed properly!



Figure 1: Photo of the Paramount shipping boxes and ultra-dense custom-made foam.

If you do not have the original packing materials, [replacement Paramount Shipping Boxes](#) can be purchased from the Software Bisque Store.

- All Paramount mounts returned to Software Bisque must be shipped inside the Software Bisque-supplied shipping box with the ultra-dense custom-made packing foam. Delivery will be rejected if the mount is not properly boxed.

- Third-party shipping services (such as UPS Stores or FedEx Print & Ship Centers) should never be used to box up the mount, as the standard boxes and packing material they use will not protect the mount from being damaged.

Step 1 All items returned to Software Bisque require a Returned Merchandise Authorization (RMA) number printed on the outside of the shipping box.

Reason for Returning Mount	Return Procedure...
Factory Install MKS 6000 Upgrade	If you are returning your mount to have Software Bisque install the MKS 6000 Upgrade Kit, print your invoice number on the outside of the shipping box. It serves as your Returned Merchandise Authorization Number*.
All Other Paramount Service Returns	<p>Post a question to the appropriate Paramount forum on the Software Bisque Support site about the issue you are having with your mount.</p> <p>If Software Bisque support determines the mount needs to be returned for servicing, download, fill out, and email back the Software Bisque Returned Merchandise Authorization Form. Once the completed and signed Return Merchandise Authorization Request Form is received by Software Bisque, a return merchandise authorization number (RMA) will be emailed to you. Please print this number on the outside of the shipping box.</p>

Step 2 Remove the telescope and all other equipment that is attached to the mount (custom through the mount cabling need not be removed).

Mount Model	Notes
Paramount MX+ and the Paramount MYT	Use the original shipping boxes, and, for both axes, <i>make sure to place the Two Position Switch in the Balance position AND unlock both axes</i> after the mount is placed inside the shipping box.
Paramount ME II	Before removing the mount’s payload, be sure to lock the HA axis in place using the supplied locking bolt as described in the Paramount GEM User Guide (log in required). This ensures the payload will not move

	unexpectedly when taking off the telescope and/or counterweights. Leave the HA locking knob in place while setting the mount inside the shipping box, but then remove the locking bolt before shipping the mount . If the locking bolt remains in place during shipment, external jarring can bend the bolt and make it difficult to remove.
Paramount MX Classic	Use the original Paramount MX shipping box, and, for both axes, <i>make sure to place the Three Position Switch in the Balance position</i> during shipment.
Paramount ME	The Paramount ME does not have axis locking mechanisms. See the Paramount ME User Guide (log in required) for details on how to disengage the worm from the gear during shipment.

For Factory Install MKS 6000 Upgrades, please do not remove the Versa-Plate.

Step 3 Lock both axes before placing the mount in the box:

- For the hour angle axis, rotate the mechanical switch to the balance position, then rotate the hour angle axis until the declination axis is vertical (Figure 2) and engage the locking pin or insert the locking bolt.
- For the declination axis, rotate the mechanical switch to the balance position, then rotate the Versa-Plate so that the long axis is parallel to the HA tube (Figure 2).



Figure 2: Orientation of the Paramount MX HA and Dec Axes.

Step 4 Loosen the altitude adjustment knobs on the wedge side plates, lower the polar axis to the minimum elevation and tighten the altitude adjustment knobs by hand.

Step 5 **Disengage both the hour angle and declination worm gears and before taping up the box.**

Disengaging the worm gears before shipment eliminates the possibility of worm or gear damage during transport.

Step 6 With both axes locked in place, carefully lift and set the Paramount on the packing foam inside the box. Use a high-quality packing tape to seal the top of the box, and ship the mount to [Software Bisque](#). Our physical shipping address is also in the footer of this document.

Additional Shipping-Related Notes

- Your RMA number must be clearly printed on the outside of the shipping box. Software Bisque may not accept delivery otherwise
- Please insure your mount for its replacement value. Contact your shipper for details about insurance rates. Software Bisque is not responsible for damage caused by improperly packaged mounts or damage caused during shipping.
- Unless otherwise requested, you *do not* need to ship back the Paramount accessories, including counterweights, counterweight shafts, the joystick, etc. You need only return the Paramount mount itself.
- For warranty service and repairs, the customer pays to ship the mount to the factory. Software Bisque covers the one-way cost of shipping the mount back.
- For MKS 6000 Upgrade Kit Factory Installations, the customer is responsible for shipping costs to and from Software Bisque.