

# RETURN MATERIAL REPORT

Date: \_\_\_\_\_

THIS IS YOUR RMA# PLEASE MARK RMA# ON THE OUTSIDE OF THE BOX.  
 SHIPMENT WILL BE REFUSED IF RMA# IS NOT MARKED CLEARLY ON THE OUTSIDE OF THE BOX. ALL PRODUCTS RETURNED TO PULSAFEEDER MUST BE FREE OF CHEMICALS OR HAZARDOUS SUBSTANCES BY RINSING THOROUGHLY.

DEFECTIVE EQUIPMENT		<i>INTERNAL USE ONLY</i> PRODUCT SHIPPED TO CUSTOMER		
QTY	MODEL & S/N OF PRODUCT TO BE RETURNED	QTY	MODEL & S/N OF PRODUCT SHIPPED TO CUSTOMER	
Unit must be received by _____ or customer will be invoiced.		REASON CODE	DATED REC'D	CONDITION
				G   F   P
		FAILURE CODE	SCH. SHIP DATE	DATE SHIPPED

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CHECKLIST FOR WARRANTY CLAIMS ON PUMPS	
1. WHAT CHEMICAL(S) HAS THE PUMP METERED?	
2. WHAT WAS THE SYSTEM PRESSURE?	
3. WHAT WAS THE DESIRED OUTPUT?	
4. WHAT WAS THE STROKE AND FREQUENCY SETTING?	
5. WHAT DATE WAS THE PUMP PUT INTO SERVICE?	
6. APPROXIMATE RUN TIME OVER A 24 HOUR PERIOD.	
7. DOES THE UNIT RUN WHEN POWER IS APPLIED?	
8. HAVE THE FUSES BEEN CHECKED?	
9. DOES THE DRIVE MECHANISM MAKE EXCESSIVE NOISE?	
10. ARE THERE SIGNS OF LEAKAGE AROUND THE FITTINGS?	
11. IS 4-20mA, EXTERNAL PACE OR EXTERNAL STOP BEING USED?	
12. WHAT IS THE SUCTION LIFT?	
13. HAS PREVENTATIVE MAINTENANCE BEEN PERFORMED?	

CHECKLIST FOR WARRANTY CLAIMS ON CONTROLLERS	
1. DOES THE UNIT POWER UP?	
2. HAVE FUSES AND INPUT WIRING BEEN CHECKED?	
3. COND.: ARE THE SCALE AND PROBE - SWITCH/JUMPER SETTINGS CORRECT?	
4. pH/ORP: HAS THE READING BEEN CHECKED IN AN ISOLATED CONTAINER?	
5. CONTROL: HAS ALL TIMER INTERVALS, LOCKOUT, PREBLEED, ETC BEEN CHECKED?	
6. CONTROL: HAS THE LINE OUTPUT WIRING AND FUSES BEEN CHECKED?	
7. COMM: DOES THE MODEM INITIALIZE ON POWER UP?	
8. COMM: HAS THE USER DOWNLOADED DIRECTLY(REMOTE BY TECH)?	
9. WHAT DATE WAS THE UNIT PUT INTO SERVICE?	

DESCRIBE THE PROBLEM(S) BELOW: