



REPAIR REQUEST FORM

ALL RETURNS-WARRANTY AND NON-WARRANTY

A RMA number must be issued prior to delivery of requested pump. Product without a RMA will be refused at the dock.

WARRANTABLE RETURNS AND REPAIRS

Freight charges on product that is deemed warrantable by Chandler Equipment will be reimbursed.

NONWARRANTABLE RETURNS AND REPAIRS

Freight charges are to be paid by customer unless directed otherwise by a representative of Chandler Equipment.

BEFORE YOU SHIP

Please follow the guidelines to ensure a safe and timely repair of the unit(s) to be returned.

- A. Decontamination and cleaning
 - 1. Pumps that are returned to Chandler Equipment Facility must be free of foreign deposits. Units are to be cleaned externally by the customers recommended processes and decontaminated of any hazardous waste. Failure to do so will result in a \$75 cleaning fee.
- B. Pump packaging
 - 1. Returned pumps are to be properly secured to a stable pallet that is able to withstand the weight of the pump. Drill holes to match the foot pattern of the pump and place bolts, washers, and nuts through the pallet and the feet of the pump.

RETURN INFO

Date_____

Company_____

Contact_____

Email_____

Phone_____

Fax_____

Model _____

Serial _____

Type of oil used _____

Type of application _____

Amount of time in use _____

EXPLANATION OF PROBLEM

Seized

Noisy

Insufficient Vacuum

Oil Leak

Overheating

Other (please explain)

- Inspection fee for all non-warranty pumps is \$125. This amount will be applied to the repair of the pump. Pumps that are not opted to be repaired are subject to the inspection fee.