



ADVANCED PRESSURE TECHNOLOGY

RM Number

See page 2 for RM form instructions

RETURN MATERIALS (RM) FORM
May be same RM number, but one form per model number being returned
Form allows typing in text or printing to write by hand

English Only Please

AP Tech section only

Date Assigned: Date Received: Date Completed: Assigned By:

Return origination 1

Company: Contact:
Phone: Email:

Optional 2

Return from:

Product Description 3

Model number: Quantity: Serial Number:
New Product: Used: Date Installed (if not new):

Return Type 4

Return for: Warranty Repair: Repair: Evaluation: SE EE Other:

Application 5

Gas: Inlet Pressure: Outlet Pressure (if regulator): Flow Rate:

Explain 6

Problem: (Please use additional pages if more space is needed)

Describe 7

How was problem detected: (Please use additional pages if more space is needed)

Only complete if fee associated with return 8

Purchasing contact: Company:
Phone: Email:
PO Number: Not to exceed value:

Disposition 9

Upon Completion: Repair & return: Return as is: Dispose (scrap):

Return 10

Shipping Address: Shipping Instructions:

Check Box 11

I attest that the above is accurate and that if used, returned products have been properly purged for safety. I further agree that if the required information or responses are not provided, AP Tech will simply dispose of the product within 60 days of receipt. If not otherwise instructed products will also be disposed of within 60 days of completion of evaluation.

Typing name is equivalent to signing

Signed: Date:
Print name:

Return Materials Form Instructions

- 1) Return origination: Contact information for person physically returning product to AP Tech.
- 2) Return from: Company or location where products were installed, problem detected, etc. This is optional and may be same as return origination. An example would be a distributor returning product on behalf of their customer, distributor noted as #1 and their customer #2.
- 3) Product information must be provided. If new, no installation date required.
- 4) Return type must be noted. If an evaluation is desired, it must be requested. There are two types of evaluations, standard (SE) which is free of charge and involves only visual inspection of parts and extended (EE) which is free within two years of the products shipment from the factory and then, after two years, a \$250 minimum fee applies. EE includes testing (if deemed safe and necessary) and more detailed explanation including corrective action if appropriate.
- 5) Application information required if product was in service, meaning installed and being used. This is not required if product new and being returned prior to start up of process gas such as failing incoming inspection or testing. Only gas type must be stated for repair only, no evaluation.
- 6) Problem must be explained, such as across the seat leak, outboard leak, won't regulate pressure, etc.
- 7) How problem detected required for any evaluation and must be explained, such as failed testing and description of test, obvious leak and how discovered, etc. It is important to describe the test with explanation such as inboard He leak test, static pressure test with N2 at X pressure, outboard He leak test with sniffer probe at X He pressure. The explanation is mandatory to help our understanding and investigation of the problem.
- 8) Purchasing information only required if there is a fee associated with the return, such as a paid for repair. Shipping fees can be handled by providing account information or arranging shipping. Purchaser can be different than company originating the return, such as one company sending the product with a distributor paying for the fees on the company's behalf.
- 9) Upon completion of evaluation, need to note whether products should be returned or disposed of. Products will be held for a maximum of sixty days after evaluation completed, and then will be disposed of if not otherwise so advised.
- 10) Shipping information must be completed if product to be returned.
- 11) Read note, check box to acknowledge reading and agreeing to statement. Checking box and typing name is equivalent of signing. If hand writing, please sign and print name. Returns will not be processed without this section completed. Person signing assumes liability for products being properly purged to remove hazardous substances.

Note A: Form may be completed electronically by typing or by printing and hand writing. It can be submitted electronically via email or by fax.

Note B: Form must be completed in English.

Note C: Product evaluations will not commence until all the information being requested is provided. The time clock to complete an evaluation begins once the product and required information have been provided to AP Tech. Products returned will be held for a maximum of sixty days awaiting receipt of requested information prior to being disposed of without an evaluation being performed.

Note D: Testing is at the discretion of AP Tech. Products which have been in hazardous gas service may not be tested if a risk to staff or contaminating equipment is perceived.

Note E: Warranty determination is entirely at the discretion of AP Tech. Products may be repaired at no charge as a customer service, but this does not necessarily imply the product issue was determined to be warranty related.