



Flotec device service

Upon request, Flotec will service Flotec devices. Flotec device service is a complete operational restoration. First, devices are disassembled and cleaned. Next, all flow orifices, seals, and filters are replaced. All excessively worn components are replaced. Finally, all devices are rebuilt and fully retested to confirm they meet their initial specifications.

Service fees and additional fees

Service fees are waived for devices within warranty. Regardless of warranty status additional fees may apply. Devices returned that require decontamination, or have damaged or missing external components will incur addition fees.

Out of warranty service fee	
Device Family	Service fee per device
Flopac	\$ 60.00
Flowmeter	\$ 40.00
InGage Regulator	\$ 60.00
RW Regulator	\$ 50.00
Mass Casualty Assembly	Quoted after inspection

Additional fees	
When applicable	Fee per device
Decontamination fee	\$10
Missing or damaged components	Priced per part

How to initialize a return for service

1. Notify Flotec by phone, fax, or email that service is requested or required.
Phone 317-273-6960 Fax 317-273-6979 E-mail orderdesk@floteco2.com
2. Evaluate for the need for decontamination and decontaminate as needed as per 29 CFR 1910.1030.
3. Complete the information page of this document. Return a completed copy of this form to orderdesk@floteco2.com.
4. Package the devices such that they will not be damaged in shipping. Clearly mark the exterior of the shipping box with the RMA number. **Include a completed copy of this document inside the shipping container.** Failure to include a completed copy of this form may result in increased processing time.
5. Ship the packaged devices freight **prepaid** to:
Flotec
7625 West New York St
Indianapolis, IN 46214
United States
6. RMA numbers will be valid for 30 days from the issue date. After 30 days Flotec may contact you regarding the status of your RMA.
7. After processing the devices, Flotec will return them FOB Indianapolis, freight prepaid.

Decontamination

Under standard service, Flotec devices may be exposed to bloodborne pathogens or other potentially infectious materials. We cannot service devices until they have been evaluated for contamination and treated if required. For the safety of our employees we require this to be completed prior to returning devices to Flotec.

Check this box if the devices packaged were evaluated and decontaminated as needed as per 29 CFR 1910.1030(d)(2)(xiv)

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Equipment which may become contaminated with blood or other potentially infectious materials shall be examined prior to servicing or shipping and shall be decontaminated as necessary, unless the employer can demonstrate that decontamination of such equipment or portions of such equipment is not feasible.

Modifications

Upon request, Flotec will modify any warranty or non-warranty device for an additional charge. Contact Flotec customer service for pricing.



RMA information required for processing

Flotec assigned RMA(s) #:	
Your organization's reference #: Example: NCR#:	

Company information

Contact Name:		Customer:	
Position:		Account:	
Email:		Phone:	

Address to which Flotec will return serviced devices:

Return information

use one line per part number being returned
use additional pages of this form when needed

Flotec part number	Qty	Serial numbers (include additional documents if needed)	Problem (if any)

Billing information

P.O. number:					
Authorized signature:		Title:		Date:	

Feedback

Feedback, both positive and negative, on this process, or Flotec devices, is greatly appreciate. Please send feedback to QA@Floteco2.com.