



RG A, WARRANTY AND EXCHANGE POLICY

We have an exact procedure, which you must follow to secure rapid response to Warranty claims.

- 1) Report field problem and secure blank Return Goods Authorization (RGA) form.
- 2) E-mail the completed RGA form to us at mastrrrsales@gmail.com
- 3) The RGA form must include the requested information, including copies of maintenance data sheets. Failure to furnish completed form will only delay authorization to return.
- 4) An RGA # will be used and supplied to you via THE MASTRRR COMPANY or your local representative.
- 5) Return unit prepaid and include copies of installation data sheets along with maintenance records to:

THE MASTRRR COMPANY
1420 Atlantis Drive
Webster, TX 77598
TAG: RGA #

- 6) Unless we receive the RGA return unit, we will invoice you at full price for any units shipped on exchange or warranty.
- 7) The return unit together with installation and maintenance records are inspected and judged for warranty or not. **Failure to produce detailed maintenance records will seriously jeopardize warranty claims.*

Units returned damaged by freight carrier will not be accepted unless you insured freight.

Units showing obvious damage to rotating distributor must be reported on RGA form. Units showing obvious burn up must be reported together with explanation as to why motor protection (overloads) failed to prevent motor burnout.

7) Units returned for warranty inspection within the 1-year warranty period will be disassembled for inspection. Units deemed warranty will be rebuilt, repaired or a new unit will be shipped back as a warranty unit. *The original warranty period is still in effect. A warranty unit does not extend or include a new 1-year warranty.* Units deemed non-warranty are eligible for exchange. *Units out of the warranty period will be disassembled for inspection and not reassembled.* All units are eligible for exchange. Old units will not be rebuilt. Components will not be returned unless specified in writing on RGA form. Returned parts will be at customer's freight expense. Call tag must be issued. THE MASTRRR COMPANY cannot guarantee that all components will be returned.

THE MASTRRR COMPANY
1-281-648-8703
www.gasmastrrr.com
mastrrrsales@gmail.com



RG A #

DATE:

PLEASE E-MAIL TO: mastrrrsales@gmail.com

INFORMATION MUST BE COMPLETE TO RECEIVE RGA #

CONTACT NAME _____
PHONE #: _____
FAX: _____
COMPANY/MUNICIPALITY NAME & FULL ADDRESS:

MODEL # _____
SERIAL # _____
HP: _____ VOLTS: _____ Phase: _____
PURCHASE DATE: _____
INSTALLATION DATE: _____
PURCHASED FROM: _____

REASON FOR CIU RETURN: _____

INSTALLATION INFORMATION:

CHEMICAL USED: _____ CIU MOUNTED DEPTH: _____ FEET

SAVVY PANEL USED: _____ MOTOR MONITOR USED: _____

STARTER OVERLOAD SETTING: _____ AMPS MONITOR OVERLOAD SETTING: _____ AMPS

LIGHTNING ARRESTER USED: _____

FOR MASTRRR COMPANY USE ONLY!	DESCRIPTION OF CIU CONDITION:
POWER CORD: _____	OIL CONDITION: _____
MOTOR CONDITION: _____	
MIXING ELEMENT CONDITION: _____	
SEAL CONDITION: _____	
WARRANTY DECISION: _____	

RETURN UNIT TAGGED WITH RGA # AND COPIES OF MAINTENANCE RECORDS TO:

**SHIP TO: THE MASTRRR COMPANY
1420 ATLANTIS DRIVE
WEBSTER, TEXAS 77598
TAG: RGA #**

**PLEASE NOTE: NO COD SHIPMENTS WILL
BE ACCEPTED! PREPAID FREIGHT ONLY!**