



## **RGAs, 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 [mastrrsales@gmail.com](mailto:mastrrsales@gmail.com) 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.
- 3) An RGA # will be used and supplied to you via THE MASTRRR COMPANY or your local representative.
- 4) Return unit prepaid and include copies of installation data sheets along with maintenance records to:

THE MASTRRR COMPANY  
205 Laurel  
Friendswood, TX 77546  
TAG: RGA #

- 5) Unless we receive the RGA return unit, we will invoice you at full price for any units shipped on exchange or warranty.
- 6) 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  
1-800-299-6836  
[www.gasmastrrr.com](http://www.gasmastrrr.com)  
[mastrrsales@gmail.com](mailto:mastrrsales@gmail.com)



RG A #  DATE: \_\_\_\_\_

PLEASE E-MAIL TO: [mastrrrsales@gmail.com](mailto:mastrrrsales@gmail.com)

**INFORMATION MUST BE COMPLETE TO RECEIVE RGA#**

CONTACT NAME: \_\_\_\_\_

PHONE #: \_\_\_\_\_

FAX #: \_\_\_\_\_

COMPANY/MUNICIPALITY NAME & FULL ADDRESS:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

MODEL # \_\_\_\_\_

SERIAL # \_\_\_\_\_

HP: \_\_\_\_\_ VOLTS: \_\_\_\_\_ PH. \_\_\_\_\_

PURCHASE DATE: \_\_\_\_\_

INSTALLATION DATE: \_\_\_\_\_

PURCHASED FROM: \_\_\_\_\_

**REASON FOR CIU RETURN?**

**INSTALLATION INFORMATION:**

CHEMICAL USED: \_\_\_\_\_ CIU MOUNTING DEPTH: \_\_\_\_\_ FEET

SAVVY PANEL USED: \_\_\_\_\_ MOTOR MONITOR USED: \_\_\_\_\_

TRIP HEATERS SET FOR: \_\_\_\_\_ AMPS LIGHTNING ARRESTOR 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 # & COPIES OF MAINTENANCE RECORDS PREPAID TO:**

**SHIP TO: THE MASTRRR COMPANY**

205 Laurel  
 Friendswood, Texas 77546  
 Tag: RGA #

**PLEASE NOTE: NO C.O.D. SHIPMENTS WILL BE ACCEPTED. PREPAID FREIGHT ONLY!**