



RGA, 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) Fax the completed RGA form to us at 281/648-8704. 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 sheet along with maintenance records to:**

**THE MASTRRR COMPANY
507 South Eagle
Weimar, Texas 78962
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 consideration. 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 motor damage must be reported together with explanation as to why motor protection monitor and (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 affect. 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 customers freight expense. Call tag must be issued. The MASTRRR COMPANY can not guarantee that all components will be returned.**

**THE MASTRRR COMPANY
1-800-299-6836 or 281-648-8703
1-800-226-2659 Fax or 281-648-8704 Fax
www.gasmastrrr.com
mastrrr@airmail.net**



RGA #

DATE: _____

PLEASE FAX TO: 281-648-8704

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**
507 SOUTH EAGLE STREET
WEIMAR, TEXAS 78962
TAG RGA #

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