

# FACTORY REPAIR

## Factory Repair:

Should it become necessary to return a product to Glentek for repair, please follow the procedure described below:

1. Reassemble the unit, if necessary, making certain that all the hardware is in place.
2. Tag the unit with the following information:
  - A. Serial number and model number.
  - B. Company name, phone number, and representative returning the unit.
  - C. A brief notation explaining the malfunction.
  - D. Date the unit is being returned.
3. Repackage the unit with the same care and fashion in which it was received. Label the container with the appropriate stickers (e.g: FRAGILE: HANDLE WITH CARE).
4. Contact a Glentek representative, confirm that the unit is being returned to the factory and obtain an RMA (Return Material Authorization) number. The RMA number must accompany the unit upon return to Glentek. Do not ship unit without RMA number. Show RMA number on outside of package.
5. Return the unit by the best means possible. The method of freight chosen will directly affect the timeliness of its return. Glentek may offer a 24-48 hr. expedited repair service, in the unlikely event that your system is down and you do not have a replacement.