

Technical Information:

ProMinent Fluid Controls Ltd.

ProMinent[®]

Date: 4/5/2006

Subject: Repair Return
procedure

Product: All

Category: Repair / Technical support

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To return a product for Repair evaluation, the following procedure must be followed

1. Contact ProMinent for an RGA (Return Goods Authorization) Number using one of the following methods:
 - a. E-mail: rga@prominent.ca
 - b. Call: 1888 709 9933, select option 1 , then option 2
 - c. Include in your request:
 - i. Model Number
 - ii. Serial Number
 - iii. Description of problem
 - iv. Your contact information
2. We will then send you an RGA by either Fax or e-mail, Please keep a record of the RGA number for your records.
3. Fill out all fields on the form and attach to the outside of the box
 - a. Please note that if the product has been in contact with any chemical it must be fully flushed out before being returned, also the chemical description and MSDS must accompany the RGA
4. Once we have received the return we will send you a quote for repair within 2 working days.

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- Please note that if you need to enquire about the status of the repair you will need to quote the RGA/Quote number that is printed on the RGA , you can call 1888 709 9933, option 2 then 3, or e-mail support@prominent.ca
 - If product comes back without an RGA or if it appears not to have been flushed it will be either placed in quarantine until we can contact you, or it will be returned to you, collect shipment.