



**Return Material Authorization
Procedure, Packaging and Routing Instructions
All Products**

**Ship To: HVA, LLC
12880 Moya Blvd.
Reno, Nevada 89506**

1. The Gate valve must be properly cleaned or decontaminated so that it is safe to handle. The HVA Health & Safety form must be completed and signed by a responsible individual familiar with the chemicals or processes the unit has been exposed to. The HVA Health & Safety form must be returned by fax before the RMA number can be assigned. Provide clear explanation regarding the reason for the repair or return.
2. The RMA number must be legibly marked on the outside of each box or crate.
3. The Health and Safety form, MSDS sheets and any other documents must be attached to the outside of the box or crate.
4. Proper packaging is necessary to protect the valve during transit.
 - a) The valve must be shipped in the closed position to protect the interior mechanism from movement during transit.
 - b) The flanges must be protected with flange covers or other suitable protection.
 - c) Place the complete valve assembly or parts in a plastic bag for additional protection during transit.
 - d) If more then one unit is sent in for repair, package only one piece per box or shipping container.

If Warranty claim:

- a) Provide Non-Conformance Report with the product.
- b) Clearly mark the damaged or defective area with pen or tape.
- c) Advise if the account will be debited.

Please be advised that warranty claims apply to the mechanical operation of the valve.

HVA cannot verify the claim if the valve has been tampered with.

Please do not re-use the HVA shipping boxes to return the valves, the boxes and packing materials are not designed to be used more then one time.

If the valve is received damaged or dirty due to improper packaging, it will be necessary for HVA to charge the customer for the additional cleaning or repair required.

Any product received that does not comply with the above instruction is subject to return at the customers expense.

If you have any questions regarding the above please contact HVA at (775) 359-4442 or sales@highvac.com.



HVA, LLC
 12880 Moya Blvd. Reno, Nevada 89506
 Ph. (775) 359-4442 Fax (775) 359-1369

RMA NO.

RETURNED MATERIAL AUTHORIZATION

When returning equipment for service or repairs, it is mandatory that you provide us with a signed declaration that the equipment has not been exposed to any hazardous materials. Or that proper decontamination and cleaning procedures have been taken to ensure that the equipment is safe to handle. This form must be completed by a person with knowledge of all the types of processes that this equipment has been exposed to. Also, that it has been properly cleaned, rendering it safe for our employees to handle. When completed, please FAX this form to HVA so a RMA number may be issued. Items returned to HVA without a RMA number will not be accepted.

If additional information regarding decontamination is needed you may contact Environ-Clean Technology, Tempe, Arizona, at (602) 820-7799.

MODEL NO. AND DESCRIPTION (INCLUDE QUANTITY):

SERIAL NO.: _____ **HAS THE EQUIPMENT BEEN USED? YES ___ NO ___**

REASON FOR RETURN: _____

Was the equipment being returned ever exposed to, or did it ever contain toxic, hazardous or otherwise harmful materials? If so, please list all materials, gasses or byproducts that have come in contact with this equipment.

A completed copy of this form must be Faxed to HVA before the RMA can be issued. MSDS copies for all listed materials must be included with this form on the **OUTSIDE** of the package containing the returned items.

*** Note: HVA repair technicians do not have facilities or training for decontamination of hazardous material.**

CHEMICAL NAME	CHEMICAL SYMBOL	TYPE OF HAZARD	ACTION IF HUMAN CONTACT

Please describe in any detail any additional safety precautions that should be taken.

I hereby certify that the above mentioned equipment has been properly decontaminated or cleaned and that it is safe to handle.

PRINT NAME:	TITLE OR POSITION:
COMPANY NAME AND ADDRESS:	TELEPHONE: FAX:
SIGNATURE:	DATE: