



RMA Request Form

1. Please fill out the form as best you can. Help us help you by providing a detailed description of the issue. "Probe doesn't work" is not enough information.
2. E-mail the form to info@wateranalytics.net or fax it to 978-749-9961.
3. Within 24 hours of receipt of the form our orders department will furnish you with an RMA number. Please return the item promptly. RMA's are held open for 30 days.
4. If the item is a sensor it must be thoroughly cleaned and MSDS sheets provided for chemicals in which the sensor has been in contact.
5. When you return the item write the RMA number on the package and any paperwork accompanying the item.
6. The Water Analytics two-year warranty on most items is the best in the business. Nevertheless it is a manufacturer's warranty which means that it covers items subject to typical environments and routine handling. For instance a cracked electrode is not repairable and not covered by the warranty.
7. Water Analytics will pay freight for shipping items that are under warranty.

Company	Contact Name
E-mail	Phone #
Address 1	Address 2
City	State/Zip
(Outside US) Country	Date

Product Model	Product Serial Number
If Sensor—controller being used	If Controller—sensor(s) being used
Application	Environment

Detailed description of problem

RMA #	Date
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