

# Return Materials Authorization Form

RMA Number: \_\_\_\_\_

Customer Name and Address:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Clean Earth Technology, Inc.  
 445 Long Point Road  
 N. Ferrisburgh, VT 05473  
 T: (802) 425-3710 F: (802) 425-2896

Phone Number: \_\_\_\_\_  
 Fax Number: \_\_\_\_\_

Date: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_  
 Contact Email: \_\_\_\_\_

Qty.	Items Being Returned (eg. Auto Seeker, Cables, etc.)	Serial Number(s)

Reason for Return:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Type of product(s) this equipment has been used to pump: \_\_\_\_\_  
 System Decontamination Date: \_\_\_\_\_

The undersigned confirms that the equipment or parts being returned to Clean Earth Technology have been properly and thoroughly decontaminated **using the approved procedure described on page 2 of this document.**

Name \_\_\_\_\_ \*Signed: \_\_\_\_\_  
 (printed)

**\*No evaluation or repair work will be performed unless this form is signed.**

**Clean Earth Technology (CET) reserves the right to add a fee of \$500.00 to the repair of any equipment or parts not decontaminated to the satisfaction of CET.**

**Clean Earth Technology, Inc.  
 Environmental Equipment Return Policy**

This policy refers to any equipment or parts being returned to Clean Earth Technology (CET), whether customer owned, leased, or rented; in warranty or out of warranty. NO equipment or parts should be shipped to CET without first contacting our service department for a **Return Materials Authorization Number (RMA)**. Contact our service department at **(802) 425-3710** to be assigned an RMA number.

- CET reserves the right to refuse delivery of any equipment without a CET RMA number clearly displayed on the exterior of the package(s).
- CET reserves the right to refuse delivery of any equipment improperly decontaminated.
- CET reserves the right to add a fee of \$500.00 to the repair invoice of any equipment or parts not decontaminated to the satisfaction of CET.

## Environmental Equipment Return Guidelines

- All equipment must be thoroughly cleaned, purged of product and decontaminated prior to shipment to CET. **NOTE: CET recommends the use of Personal Protective Equipment, Level C or D, as defined in OSHA 29 CFR 1910.120.**
- Any equipment or parts shipped to CET must include this RMA form, **completely** filled out by the customer; and the CET RMA number clearly marked on the outside of all packages and paperwork.

### Equipment Decontamination Procedure For the Magnum Spill Buster (Also found in Ch. 9 of the manual)

The following procedures are aimed at protecting people and the environment from potential contact with hazardous materials. **Please be aware that CET reserves the right to refuse delivery of any equipment improperly decontaminated. CET also reserves the right to add a fee of \$500.00 to the repair invoice of any equipment or parts not decontaminated to the satisfaction of CET.**

Please follow your organization's prescribed decontamination procedures, and then carefully observe each step of the following procedure prior to shipping anything back to CET (check each step off as you go). During decontamination, make sure personnel are wearing the appropriate protective clothing and observing all safety precautions.

CALL CET AT (802) 425-3710 FOR ASSISTANCE IF YOU HAVE ANY QUESTIONS ABOUT ANY PART OF THIS PROCEDURE.

1. \_\_\_\_\_ REMOVE PUMP- (See "Removing the Product Pump" in Chapter 6- "Maintenance Operations" in the manual). Remove pump, wipe off with absorbent cloth or paper towel, clean the filter, and seal parts in a plastic bag to send with your system.
2. \_\_\_\_\_ REMOVE PROBE FROM AUTO SEEKER- (See "Removing the Probe Product Tube from the Reel" and "Remove Probe Product Tube from Reel" in Chapter 6- "Maintenance Operations" in the manual). Unwind the probe tubing from the Auto Seeker reel and disconnect the discharge hose and slimline connectors.
3. \_\_\_\_\_ Depending on the individual requirements for your site, you may need a container to catch the waste for this step. Hold the probe upright and pour several gallons of hot soapy water through it. (Alconox, Simple Green, or other similar detergents work well).
4. \_\_\_\_\_ Place the entire probe and tubing in a large tub with enough hot soapy water to cover the entire probe assembly. Soak for several hours or overnight.
5. \_\_\_\_\_ Remove the probe from the tub and rinse with clean fresh water. Using a garden hose with an attachment, flush several gallons of water through the probe tube and the tubing (as in step 3).
6. \_\_\_\_\_ Remove all remaining fluid left in the tubing by gravity: starting at the probe tube end, hold the tubing over your head and pass the entire tubing through your hands, holding it high all the while.
7. \_\_\_\_\_ Wipe off the outside of the tubing with a dry absorbent cloth or towels. Push a clean rag into the end of the probe tube and secure a plastic bag around the end of the probe to contain any possible remaining leakage.
8. \_\_\_\_\_ Wipe down the Auto Seeker reel with a cloth and hot soapy water.
9. \_\_\_\_\_ If you have not already done so, call CET at (802) 425-3710 to request an RMA number AND an RMA form, if needed.
10. \_\_\_\_\_ **Completely** fill out the RMA form. If at all possible, fax the form to us or scan it to attach to an email so that our service department has it ahead of your equipment's arrival. Make sure to include a copy with your return- preferably in a packing slip pouch on the outside of the box, or else placed inside the box.
11. \_\_\_\_\_ Pack the equipment with care to ship to CET. If possible, use the custom foam box set that came with the system; otherwise use sturdy boxes and a generous amount of packing material. **MAKE SURE** that the RMA number is clearly written on the outside of all boxes. **CET reserves the right to refuse delivery of any equipment without a CET RMA number clearly displayed on the exterior of the package(s).**