



Returned Goods Authorization Procedure - TB 110

Customers may wish or may have been instructed by NanoH₂O to return product for testing and evaluation, or in support of a warranty claim. The following procedure is provided to assist in the processing of a warranty claim or in the return of goods for any other reason.

Prior to returning goods for testing or evaluation, please complete the Request for Returned Goods Authorization Form (see copy on page 25, or download directly from the web at www.nanoh2o.com) and email the completed form directly to sales@nanoh2o.com, or fax at +1 424.218.4001. You will receive a Returned Goods Authorization (RGA) number by return email within 48 hours after submission of your form. The RGA number **MUST** appear on your shipping documents to ensure that your goods are accepted for delivery and routed to the proper department for processing and evaluation. Delivery will be refused for goods received without a clearly identifiable RGA number.

Goods should be shipped to NanoH₂O as soon as possible following receipt of an RGA number. This helps to ensure that membrane element condition and performance properties do not change as a result of prolonged storage. Goods must be received by NanoH₂O within 30 days (for domestic shipments) or 60 days (for international shipments from) from the date the RGA number is issued. Failure to comply with this requirement may void any warranty claim.

Goods should be prepared for shipment and packaged in accordance with the Packing and Shipping Requirements detailed below.

Packing and Shipping Requirements

DO NOT RETURN GOODS UNTIL YOU HAVE RECEIVED WRITTEN AUTHORIZATION AND A VALID RGA NUMBER FROM NANOH₂O.

- Prior to shipment, membrane elements should be flushed with RO permeate for a minimum of thirty minutes at 6-8 pH to ensure that any liquid contained in the elements is not hazardous and goods can be safely shipped and handled upon arrival at NanoH₂O's facility.
- Prior to shipment, membrane elements should first be preserved in accordance with NanoH₂O's membrane elements storage procedures (see "Receipt of Elements and Short-Term Storage - TB 101").

LIQUIDS CONTAINING STRONG ACID OR ALKALI CLEANING SOLUTIONS ARE CONSIDERED TO BE HAZARDOUS FOR TRANSPORT AND MUST BE REMOVED PRIOR TO SHIPMENT.

- Prior to shipment, membrane elements should be sealed in a leak-proof polyethylene bag and packed in an appropriate cardboard container to keep product hydrated and to protect product from physical damage during shipment.
- Please ship product to the following address:

DURING SHIPMENT, PRECAUTIONS SHOULD BE TAKEN TO ENSURE THAT MEMBRANE ELEMENTS ARE PROTECTED FROM FREEZING OR PROLONGED EXPOSURE TO TEMPERATURES EXCEEDING 40°C (104°F).

NanoH₂O, Inc.
750 Lairport Street
El Segundo, CA 90245
USA

Attn: Technical Service Department
RGA #: _____



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Warranty Claim Validation Procedure

Product submitted under a warranty claim will be evaluated as follows:

1. Initial Element Inspection

- An initial visual inspection will be conducted of the core tube, anti-telescoping device, and element outer wrap to determine if element components have been damaged due to improper handling, installation or operation.
- The element will be weighed to determine if it has excessive weight, which would indicate fouling or scaling.
- If the element fails to pass either of the above inspections it will not be approved for warranty replacement.
- A vacuum and/or air test will be performed on the element to determine if the element has a mechanical leak. Elements failing the vacuum and/or air test will be autopsied to determine whether the leak is covered under the applicable workmanship and materials warranty or was caused by improper use, operation or maintenance.
- Elements passing the initial inspection will be wet tested to determine current performance.

2. Element Wet Test:

- The element will be wet tested to determine current salt rejection and permeate flux under standard test conditions.
- The wet test data will be compared with performance data at the time of the initial shipment, ex-factory, and with warranted performance values.

3. Determination

- Elements found to be in accordance with warranted performance will be returned to the Customer "freight collect" and the Customer will be billed a \$250 (USD) evaluation fee for each element returned.
- Elements found to be defective in regards to workmanship or materials will be replaced at no cost to Buyer, subject to the applicable warranty terms and conditions.
- Elements found to be performing below warranted performance with respect to salt rejection, permeate flow or both, will be replaced at no cost to Buyer, subject to the applicable warranty terms and conditions.

General Conditions

Unless other prior arrangements have been made with NanoH₂O, Customer is responsible for all shipping charges of returned product. No product will be accepted for evaluation unless returned freight is prepaid. If requested, Customer will issue a valid purchase order number to NanoH₂O covering all work to be performed, including all analytical work, prior to any work being performed by NanoH₂O.

Should examination of returned goods result in a finding that failure ***WAS NOT*** caused by defect in manufacturing, workmanship or material, goods shall be returned to Customer "freight collect" and Customer will be billed \$250 (USD) per membrane element evaluated.

Should examination of returned goods result in a finding that failure ***WAS*** caused by a defect in manufacturing, workmanship or material, replacement goods will be shipped to the Customer free of charge. Please review your warranty for the terms and conditions applicable to your purchase.

All terms, conditions and specific remedies set forth in the Customer's applicable warranty shall apply in the processing of all warranty claims. For further questions, please contact NanoH₂O via email at sales@nanoh2o.com or via phone at +1 424.218.4000.

Notice: The use of this product in and of itself does not necessarily guarantee the removal of cysts and pathogens from water. Effective cyst and pathogen reduction is dependent on the complete system design and on the operation and maintenance of the system.

No freedom from any patent owned NanoH₂O, Inc. or others is to be inferred. Because use conditions and applicable laws may differ from one location to another and may change with time, Customer is responsible for determining whether products and the information in this document are appropriate for Customer's use and for ensuring that Customer's workplace and disposal practices are in compliance with applicable laws and other government enactments. NanoH₂O assumes no obligation or liability for the information in this document. NO WARRANTIES ARE GIVEN; ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY EXCLUDED.

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Request for Returned Goods Authorization Form

Date: _____

Customer Name: _____

Customer Address: _____

Email: _____ Phone: _____ Fax: _____

Original Purchase Order #: _____

Original Purchase Date: _____

Plant Location/Shipping From: _____

Goods Being Returned (Model #): _____

Quantity Being Returned: _____

Date Goods were first put into service: _____

Reason For Return (please state whether this is related to a warranty claim, fouling analysis, cleaning study, over-stocking, etc.): _____

Evaluation and/or testing services requested: _____

Purchase Order number covering requested services (if applicable): _____

Have the elements been exposed to hazardous materials or substances? Yes No

If yes, what materials or substances was the element exposed to? _____

What was the feedwater source? _____

Additional Comments: _____
