

PARTS/WARRANTY ORDERING PROCEDURES

PARTS

When ordering parts it is helpful to have the following information available before calling our Customer Service Department or **visiting our website at www.thermatronx.com/spareparts.html**:

- Description
- Quantity
- Manufacturer
- TTX Part # (found on the parts list)
- Model #
- TTX Job # (found on the cover of the manual)
- Size
- When will it be needed
- Purchase Order
- Ship to Address
- Bill to Address
- Serial # (**all pumps will require this when any items are ordered**)
- Location on equipment (i.e., on what stage of washer, the cure oven, the conveyor, etc.)
- Tax Exempt Cert. # (this can be faxed to us at (920-743-5486)
- How we should ship (UPS, UPS Red, UPS Blue, Federal Express, Air Freight, Truck-what co.)

We have a minimum billing of \$50.00.

SPARE PARTS

A final recommended spare parts list is provided in your equipment manuals when the equipment is shipped to our customer. If you have not received a recommended spare parts list you can request one from the Spare Parts/Warranty Department.

In the absence of specific instructions, TTX will ship by the method it determines advantageous. Transportation other than UPS will be collect, or if prepaid, will be subsequently billed to Buyer. All transportation will be F.O.B. points of shipment regardless of any provisions for payment of freight. Risk of loss or damage in transit and at installation site will rest with Buyer.

WARRANTY ITEMS

Warranty **does not** cover damage to equipment due to misuse, neglect to follow manufacturers' instructions, abuse or alterations made without TTX's written approval.

Note: For any and all components purchased by the Seller for use on or in conjunction with the equipment, we extend to the Buyer **only the same warranty granted to the Seller by the component vendor or manufacturer (manufacturer may elect to repair instead of credit or replace depending upon their warranty policy).**

If you will be needing a part quickly to place the unit back in service, **a purchase order must be issued for the new replacement part.**

ALL FREIGHT AND LABOR FOR WARRANTY ITEMS IS THE RESPONSIBILITY OF THE CUSTOMER.

At Therma-Tron-X's option, items may be repaired or replaced, or credit may be issued against the purchase of a new part from TTX. **No check will be issued for warranty items.**

Merchandise may be returned for adjustment **only with prior written approval from TTX.** A Return Material Authorization # will be issued for the defective part if our Warranty Department determines it may meet our warranty criteria. No credit allowance on defective parts will be made and no replacements for defectives will be shipped in any event unless the alleged defects are, among other things, established to TTX's satisfaction after suitable test and inspection by TTX.

CUSTOMER RETURN MATERIAL AUTHORIZATION PROCEDURE

1. Any and all returned material **MUST** reference a Return Material Authorization Number (RMA#). You can obtain the RMA # by contacting our Warranty Personnel. Any returns sent without an RMA # **WILL NOT** be accepted. Refer to this number on all inquiries and packaging.
2. **The item must be returned within 30 days of issuance of RMA Number.**
3. Special products made to customer specifications are neither returnable nor subject to cancellation.
- 4.* All returns are to be **PREPAID**. TTX will **NOT** pay for freight to return items to our facility. All handling charges will be paid by buyer.
5. 25% restocking charge applies to customer returns. Such returns are to be freight **PREPAID**.
6. Please provide:
 - Part Number
 - Date Purchased
 - Reason for Return
 - Serial Number
 - Invoice # (if applicable)

Therma-Tron-X, Inc.

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email: sales@ttxinc.com

Website: <http://www.therma-tron-x.com>