



HYDRONIC

air-driven hydraulic pumps, intensifiers and power units

Hydronic Repair Evaluation Instructions & Policy

Please read the following information, complete the form at the bottom and return to Hydronic.

Direct any questions to Customer Service at 810-794-4935 or email at custserv@monnier.com.

1. To return a unit for evaluation, an RMA is required. Contact Hydronic customer service to be assigned an RMA number.
2. Ship unit to Hydronic at the address below, Attention: RMA XX-XXX. Include in the contact name, phone number, etc. for the person who should be contacted upon completion of the evaluation. ALL RETURNED SHIPMENTS MUST BE PREPAID.
3. Provide in writing as much detail as known about the condition of the unit being returned. Describe the symptoms of the problem as well as the application including pressure, flow, and duty cycles.
4. Hydronic is not liable for any damages incurred during shipment.
5. Ensure the unit being returned the exterior has been cleaned and the unit drained of oil. Hydronic reserves the right to charge an additional \$125 for units that are returned which require external cleaning or degreasing.
6. Upon receipt, Hydronic will inspect and evaluate the unit within 10 business days. If the unit is received without an RMA the unit will be evaluated within 20 business days and additional fees may apply.
7. Emergency inspection and service are available upon request, additional fees may apply.
8. Once the evaluation is complete, Hydronic will contact the customer to advise of the findings and the repair price. The customer has 45 days from the date of this contact to advise how they wish to proceed. If no instructions are provided within those 45 days, Hydronic reserves the right to scrap the returned unit.

Customer Name:
Contact Name:
Contact Email:
Model Number:
Description Application:

Distributor Name:
Contact Phone:
RMA #:
Unit Serial #:

Description of Symptoms:

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Hydronic is a division of
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