

Returned Goods Authorization Instructions H732 and H832 Relief Valves

The enclosed Returned Goods Authorization (RGA) form will be used to return H732 and H832 pressure relief and to order replacements.

Distributors or Customers may complete multiple RGAs if they wish to have separate tracking for new-stock, replacements, locations, etc. The instructions for completing the RGAs are below.

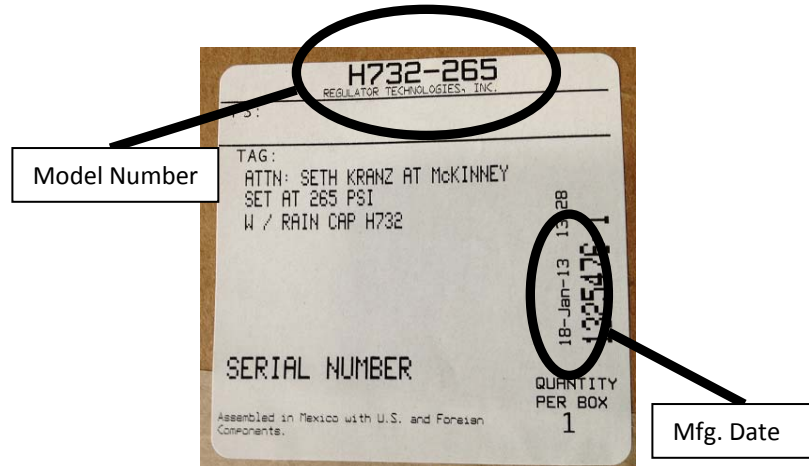
New-Stock

- Return New-Stock in the box, no need to open
- Complete the 'Return Goods Authorization', all fields must be complete to proceed
 - o Complete the "Customer" and "Distributor" sections
 - o Enter "New-Stock" in the "Transport-MFG. Serial #" box
 - o Enter the last 3 digits of the Model Number for "Valve #" as shown on page 3
 - o Enter the "Mfg. Date" as shown on page 3
 - o Leave "orig. Install Date" blank
 - o List under "Removal Date" the estimated date the valve will be needed for stock
 - o List any other H732 or H832 valves to be returned
- Customer sends the completed RGA to their Distributor
- Distributor sends the completed RGA to Fisher, michael.hiefner@emerson.com, to receive an RGA #.
- Fisher provides an RGA #
- Ship new-stock H732 and H832 relief valves to Fisher/Regulator Technologies using the Shipping Instructions on page 4
- Fisher will ship replacement H732A and H832A valves to the Distributor to match RGA

Replacement Valves

- Complete the 'Return Goods Authorization', all fields must be complete to proceed
 - o Complete the "Customer" and "Distributor" sections
 - o Enter in the "Transport-MFG. Serial #" from the cargo tank certification plate on the trailer the valves are to be removed from
 - o Enter the last 3 digits of the Model Number for "Valve #" as shown on page 3
 - o Enter the "Original Install Date" or estimate
 - o Enter the "Removal Date" as the date, based on schedule and service availability, the valves are expected to be removed and replaced in the transport
 - o List any other H732 or H832 valves being returned
 - o Check box if any valves listed have been in NON-LP Gas or Anhydrous Ammonia service
- Customer sends the completed RGA to their Distributor
- Distributor sends the completed RGA to Fisher, michael.hiefner@emerson.com, to receive an RGA #.
- Fisher provides an RGA #
- Fisher will ship replacement H732A and H832A valves to the Distributor to match RGA
- Ship replaced H732 and H832 relief valves to Fisher/Regulator Technologies using the Shipping Instructions on page 4
- If a Fisher H732 or H832 valve was replaced at your own expense as a result of a stem separation issue between March 12, 2012 and April 21, 2013, you may be eligible for reimbursement from Emerson Process Management Regulator Technologies, Inc. for the replaced relief valve cost. To request such reimbursement, you must submit a written claim by mail to Andrew Lukensmeyer, along with written proof of the replacement for the stem separation failure, date of the replacement, and cost of the replacement item plus taxes, to Emerson Process Management Regulator Technologies, Inc., 310 East University Drive, McKinney, Texas 75069.

Identify H732 and H832 Relief Valve – Model Number and Mfg. Date



Shipping Instructions

- Ship-to Location: **Fisher/Regulator Technologies, Inc.
REWORK-LP2013
310 East University Drive
McKinney, TX 75069**
- Show RGA# on package label and packing list.
- Include completed RGA Form with each shipment.
- **Parcel, less than 150 lbs;** Ship FedEx Ground, Collect, account 387518444
- **LTL Shipment: Greater than 150 Lbs** (Ship Freight Collect to McKinney address)
Check online or call carrier for terminal locations. Carriers: FedEx Freight Priority Service Tel: 866-393 4585, <https://www.fedexfreight.fedex.com/locations.jsp>
- **On-Line FedEx Return:** <http://fedex.com/us/>
- **User ID:** **rework001**
- **Password:** **Regtech1**
- Click Tab Ship: 'Create a Shipment', input shipment information
 - o **Ship From:** select Edit to add shipper
 - o **Ship To:** Select Regulator Technologies or add ship-to Location above.
 - o **Package & Shipment Details:** Input shipment info, FedEx Ground
 - o **Transportation charge to:** **RGA McK-444** (387518444)
- Input **RGA# # # # #** in reference field.
- Select Drop-Off at FedEx location, or schedule pick-up

Tracking Replacement Valves and Returns

- Replacement valves for each RGA will be sent to the Distributor for delivery to the Customer
- Fisher will track all RGAs and provide updates as needed on returns by Distributor and RGA#
- Fisher will close RGAs as returns are completed; 10 valves sent, 10 valves returned
- Fisher will review open RGA's shipments and returns 120 days after shipment; distributor will receive an invoice for difference in valves sent and valves returned; 10 valves sent, 8 returned; 2 valves invoiced
- Customers with additional needs or concerns should document these needs or concerns and provide them to Fisher for review, via the Distributor

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