

RETURN MATERIAL REQUISITION (RMR) PROCEDURE

Solar collectors or hardware components believed to be defective must be returned to Aquatherm Industries, Inc., or to the dealer/distributor from whom they were purchased.

- A Return Material Requisition (RMR) form must be completed at www.aquathermsolar.com/rmr
- Collectors should be sectioned per Figure 1; sections should be a minimum of 6" x 6" and include the alignment holes per Figure 2.
- If multiple collectors are being returned together, sections must be grouped with the serial ID label section (eg. bundled together or placed in a zip-top bag)
- Return sections with a completed RMR confirmation to:

Aquatherm Industries, Inc.

Attn: Warranty Service Department

1940 Rutgers University Blvd.

Lakewood, New Jersey 08701

How to Section Collectors:

1. Section "A" must always be returned (failure to return will result in a denial).
2. If a failure is located at the corner where the serial ID label is located, no other sections are required.
3. If the failure is located in any other corner (eg. "C"), return the affected corner.
4. If the failure is located in the body of the collector (eg. "B"), return the section with the leak and a section of the inlet header directly below the leaking section (eg. "D").

