

Veeder-Root Warranty and Dispatch Program

Program Overview

All valid warranty service calls must be closed with Veeder-Root to obtain a Dispatch Number.

The Dispatch Number will act as the RGA (Returned Goods Authorization) Number and the Warranty Service Report.

Warranty calls must be closed within 30 days from date of service/notification. Defective parts must be received by Veeder-Root within 30 days of the dispatch close date.

If either of these conditions is not met, the labor payment and part replacement will be denied.

Obtaining a Dispatch Number/Closing FMS Notifications

Contractors performing Warranty service will be required to provide all requested information.

- Dispatch or Notify Number
- Monitor Serial Number
- Six-digit Distributor Number – or – if not an authorized TLS distributor, five-digit ASC Number
- Technician's name and Certification Number
- Authorized Service Contractor Name, Address, City, State, Zip, Phone, Fax, E-Mail
- Software Revision Level
- Describe in detail work performed
- Returned parts information: part number, defective serial number, replacement serial number, quantity
- Billing information: date, on-site hours, travel hours, travel miles (any overtime hours must be converted to regular hours)

A Dispatch/RGA number can be obtained and/or Fuel Management Service notification can be closed by one of the following three methods listed below:

- ***METHOD #1 - INTERNET "Preferred Method"***

Connect to the Veeder-Root WEB site at www.veeder.com and select "Support". Then click on "**Open an on-line form to close a Notify Number or Dispatch Number.**"

- ***METHOD #2 - FAX***

Utilize the Warranty Dispatch Service Log form. Obtain a copy by calling (800) 997-7725 and select Option #2.

Please complete the form with detailed troubleshooting and resolution details. Ensure that the form is legible considering it will be sent via fax. **PLEASE PRINT ALL INFORMATION.** Fax completed form to 336-547-5359.

- ***METHOD #3 - PHONE***

Call (800) 997-7725 and select Option #2.

Payment is based on information submitted at the close of the call. All billing information subject to approval.

Veeder-Root Warranty and Dispatch Program - Continued

Parts Return

All returned parts will be tested to verify failure and to determine the root-cause of the failure. Returned parts that pass testing (good parts) will invalidate the warranty payment. The good parts will be returned along with a rejection letter stating the reason for the invalidation.

Effective January 17, 2000 all Authorized Service Contractors may return parts directly to Veeder-Root (for replacement only).

All returns must comply with the following procedures:

- Each part must be tagged with the closed dispatch number. The Number should also be printed on the outside of the box of returned parts. (Failure to do so will result in return of RGA freight collect.)
- All parts must be returned in packaging to prevent damage during transit and handling (i.e. static bag, shock protection, etc.)
- The part must be received by Veeder-Root within 30 days from date of the dispatch close or the labor payment and part replacement will be denied unless otherwise approved.
- Upon return and verification of the defective parts, a \$15.00 handling fee (credit) per warranty RGA will be issued (except for probes).
- Effective May 1, 2006, only the Standard Mag Probe head/canister (part number 84739x-xxx) needs to be returned. A \$15.00 handling fee (credit) per warranty RGA will be issued. A Mag Plus Retrofit Probe will be shipped for warranty replacements of the Standard Mag Probe. It is imperative that the standard mag float kits are retained for re-use with the Retrofit Probe. A special boot kit is required which comes with the Retrofit Probe. The Retrofit Probe has a unique blue colored canister to differentiate it from Mag Plus Probes.
- A \$75.00 handling fee (credit) will be issued upon return and verification of a valid Magnetostrictive (MAG PLUS) Probe (part number 84639x-xxx) for all probes 8' in length and longer. For Mag Plus probes less than 8', Veeder-Root will issue a \$50.00 handling fee (credit).
- Return parts to:

Veeder-Root
6th Avenue at Burns Crossing
Altoona, PA 16603
Fax: (800)234-5350

- A warranty registration form must be on file for warranty to be valid.
- Submitting a dispatch does not guarantee your claim will be paid.

If you have any questions, please call the Warranty Claims Department at 800-997-7725.