



14275 NORTHWEST FREEWAY  
 HOUSTON, TEXAS 77040  
 PHONE: 713.983.6000  
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**WARRANTY NOT COVERED**

1. Used equipment.
2. Damaged or malfunctions resulting from accidents, abuse, modifications, alterations, incorrect installation or improper servicing.
3. Freezing or chemical deterioration.
4. Units altered in any way that deviates from original manufacturer's specifications.
5. Damage to components from fluctuations in electrical or water supply.
6. Normal maintenance service, including but not limited to, adjustments, fuel system cleaning and clearing of obstructions.
7. Replacement of maintenance items, including but not limited to: o-rings, quick couplers, filters and nozzles.
8. Thermal expansion caused by not cooling the coil after use or by coil restriction.
9. Field labor charges in connection with adjustments, disassembly or reassembly.
10. Transportation charges in connection with the repair or replacement of defective parts.
11. Freight damage.
12. Freight claims must be filed with the carrier and by the distributor.

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1. All steps are of equal importance.
  2. Please give reasonable explanation for cause of failure in step 3.
  3. Claim is based on Ramteq part numbers in step 4 and at pricing at the time of repair.
  4. Do not return part to factory without authorization.
  5. Warranty does not cover accident, negligence, misuse or abuse. No allowance will be made for pick-up, delivery or service calls.

# Warranty Claim Request Form

RMA # \_\_\_\_\_

## STEP #1

\_\_\_\_\_ AUTHORIZED SERVICE CENTER  
 \_\_\_\_\_ NUMBER AND STREET  
 \_\_\_\_\_ CITY STATE ZIP CODE

## STEP #2

\_\_\_\_\_ DATE PURCHASED / INVOICE # \_\_\_\_\_ DISTRIBUTOR ACCOUNT #  
 \_\_\_\_\_ MODEL NUMBER \_\_\_\_\_ DATE FAILED  
 \_\_\_\_\_ SERIAL NUMBER \_\_\_\_\_ SERVICE TECHNICIAN

## STEP #3

\_\_\_\_\_ BRIEFLY DESCRIBE WARRANTY FAILURE AND CAUSE:  
 \_\_\_\_\_  
 \_\_\_\_\_

## STEP #4

PART NUMBER	DESCRIPTION	PART COST



DO NOT WRITE IN THIS AREA

Ramteq Use Only

DO NOT WRITE IN THIS AREA

Date

Approved By

Amount



January 1999

# FLAT RATE LABOR CHART

	1/2 Hr Labor Credit	1 Hr Labor Credit
<b>DRIVE</b>		
Shaft Key	X	
Gas Engine	X	
Electric Motor		X
Pump Removal		X
Belts Pulleys & Bushing	X	
<b>ELECTRICAL</b>		
Strikers	X	
Switches	X	
Time Delay	X	
Thermostat	X	
Hour Meter	X	
Control Timers	X	
Cord Assembly	X	
Magnetic Starter	X	
Electrical Connections	X	
Step Down Transformers	X	
Pressure & Flow Switches	X	
<b>FLUID</b>		
Hoses	X	
Unloader	X	
Plumbing	X	
Inlet Fitting	X	
Float Valve	X	
Trigger Gun	X	
Discharge Fitting	X	
Safety Relief Valve	X	
<b>BURNER</b>		
Gas Valve		X
Electrodes	X	
Fuel Pump	X	
Transformer	X	
Pilot Sensor	X	
Burner Motor	X	
Drive Coupler	X	
Burner Nozzle	X	
Coil Replacement		X
N/G P Ring Change		X
Fuel Pump Solenoid	X	
<b>FRAME</b>		
Frame		X
Handle	X	
Belt Guard	X	
Sheet Metal	X	
Control Panel	X	
Stainless Steel Panels	X	