

# FILMTEC™ Products Return Authorization Request Form

This form must be filled in with all the requested information before the Return Authorization Process is started.

## Reason for Return:

Warranty Claim Evaluation **Complete Sections 1 and 2**

*Warranty Claim Evaluation:* Assessment of the element performance based on the type of warranty applicable. Typical evaluation will consist of: visual inspection, standard test, dye test (optional), autopsy, and chemical membrane degradation evaluation using different analytical methods. Acceptance or Denial letter will be issued. No cost or chargeable fee associated. No warranty evaluation will be started until operational data and information about the installation is provided to the Dow team. Cleanings are excluded from the scope of the evaluation.

System Optimization Services (S.O.S.) **Complete Sections 1, 2 and 3**

*System Optimization Service:* Assessment of the element/system performance based on the customer feedback and plant troubleshooting observations. Typical evaluation will consist of: visual inspection, standard test, cleaning (optional), autopsy, fouling identification, and chemical membrane degradation evaluation using different analytical methods.

This service is a **chargeable service** with an **average fee associated of \$2,000 / 8" element and \$300 / 4" element**. DOW FILMTEC™ will determine the tests to be done in each S.O.S case. The expected turn-around time for this service would be approximately 30 working days on average, starting when the elements are received at Dow premises. A complete report including the main relevant findings will be issued.

Product Return for Restocking **Complete Sections 1 and 4**

*A 20% restocking fee will be applied unless confirmed to be due to a DOW error*

Complete this form and email to [SOS@dow.com](mailto:SOS@dow.com). You will receive an email containing a Return Authorization (RA) Number and shipping instructions for your membrane element.

## Section 1: Must be completed for all returns

### Product Return Details:

Name:

Company:

Plant Name:

Address:

Phone:

E-mail:

Fax:

### Send Results To:

Check this box if same as Product Return Details

Name:

Company:

Address:

Phone:

E-mail:

Fax:

## Section 2: Warranty Claims or System Optimization Services

Number of membrane elements sending for warranty evaluation or S.O.S.: (Attach separate sheet if needed)

Total number of membrane elements that may be affected:

Product model(s)	Serial number(s)	Date installed	Element position in vessel (lead, tail, etc.)	Symptoms: Low flow, high flow, poor rejection, other (describe)
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**System Information – Required for RA number to be provided**

Application:

Number of trains:

Number of stages:

Number of pressure vessels in each stage:

Number of elements per pressure vessel:

Permeate flow:            System recovery (%):            Feed water temperature:             °C     °F

RO or NF Pretreatment:  UF     Media     Coagulation     Cartridge     Other            (describe)

Feed water source:  Surface Water     Well Water     Salt Water Source            (List Ocean or Sea)

Municipal Waste Water     Industrial Waste Water     Food and Dairy

Oilfield     Other (Please describe)

Chemicals used for cleanings (if any)

Feed water chemistry available?  YES (attach separately)             NO



### Section 3: System Optimization Services

Dow Water & Process Solutions offers membrane element testing services to its customers for a nominal fee:

Please check service(s) requested:

SOS 8" Service Package                      A complete analysis for large RO or NF systems\*: **\$2,000/element**

SOS 4" Service Package                      A complete analysis for commercial RO systems: **\$300/element**

\* Cleaning studies done on RO elements will be charged separately

To formalize the request service, place the proper purchase order

PO Number for requests:

Reverse osmosis (RO) and nanofiltration (NF) elements can be tested to determine their suitability for continued operation or to troubleshoot problems in your system. In addition to test results, you will receive a report that might include recommendations and options to improve the effectiveness and efficiency of your operation.

#### Send S.O.S. Report to:

Name:

Company:

Plant Name:

Address:

Phone:

E-mail:

Fax:

#### (If applicable) Send Invoice To:

Check this box if same as Product Return Details

Name:

Company:

Address:

Phone:

E-mail:

Fax:

### Section 4: FILMTEC™ Product Return or Restock

Restock Requests are for returned products which were ordered incorrectly. Please confirm:

Elements are new, intact, and in original packaging.

Elements are within 12 month Materials and Workmanship Limited Warranty period (form number 609-35010)

Approval from Dow Water & Process Solutions Commercial representative                      (provide name)

**A 20% restocking fee will be applied unless confirmed to be due to a DOW error.**

