



IMPORTANT WARRANTY RETURN INSTRUCTIONS

BW Technologies endeavours to provide our Customers with top quality products, sales and service support. We apologize for any inconvenience caused by your defective product. As part of our promise to offer the simplest and most convenient service resolution, please find enclosed your product replacement.

To help us ensure quality and safety, we ask that you return your defective product back to BW Technologies using the following steps:

- ✓ Remove the new product from the warranty shipment.
- ✓ Pack the defective product in the same shipment box.
- ✓ Fill in the pre-printed return address label with RMA number and attach to the package.
- ✓ Fill in the pre-printed UPS waybill and attach to the package.
- ✓ Call UPS or visit www.ups.com to schedule a pickup.

Defective products returned to BW Technologies by Honeywell are carefully examined and the cause of the failure is determined. This information helps BW ensure that solutions are found to make certain we manufacture the best quality gas detection instruments in the world. *Charges shall apply against your account, at normal purchase price, for defective products that have been replaced and not returned to BW Technologies within 30 days OR products evaluated and deemed in good working condition.*

Should you have any questions, please contact one of BW's Customer support centers:

BW Technologies America:
3279 West Pioneer Parkway,
Arlington, Texas, USA 76013
Toll Free in USA: 1-888-749-8878
Tel: 1-817-274-2487
Fax: 1-817-274-8321
Email: BWA.RMA@Honeywell.com

BW Technologies Europe
5 Canada Close,
Banbury, UK OX16 2RT
Tel: +44 (0) 1295-700300
Fax: +44 (0) 1295-700301
Email: BWE.RMA@Honeywell.com

BW Technologies
2840-2 Avenue S.E., Calgary, Alberta,
Canada T2A 7X9
Toll Free in Canada: 1-800-663-4164
Calling from other countries:
Tel: +403-248-9226
Fax: +403-273-3708
Email: BWC.RMA@Honeywell.com



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SAFETY FIRST!
**PLEASE RETURN DEFECTIVE PRODUCTS FOR A
QUALITY EVALUATION.**