

Technical Service Bulletin 810

Customer Claim and Complaint Procedure

This procedure is for customers whom NANO H2O Water Solutions ("Manufacturer") have advised to return their purchased product for evaluation in support of a warranty claim ("Return Merchandise").

Before returning the Return Merchandise, customers are required to complete the 'Request for Return Merchandise Authorization Form' (see a copy at the end of this bulletin, or download from our website www.NANO H2Owatersolutions.com). and email the completed form to the email corresponding to your region listed below:

Region	E-mail
Americas	nasales@Nanoh2owater.com
Europe, Africa	eumanasales@Nanoh2owater.com
Middle East, Egypt	mesales@Nanoh2owater.com
Korea	krsales@Nanoh2owater.com
China	cnsales@Nanoh2owater.com
India	insales@Nanoh2owater.com
Southeast Asia	seasales@Nanoh2owater.com

Customers will receive a Return Merchandise Authorization (RMA) number by email within 48 hours after submitting the Request for Return Merchandise Authorization form. The RMA number MUST appear on all shipping documents accompanying Return Merchandise to ensure that Return Merchandise is identified, accepted, and routed to the proper department for processing and evaluation. Any Return Merchandise received without an identifiable RMA number will be refused at the expense of delivery charges to the sender.

Please ship all Return Merchandise corresponding to the RMA claim to the Manufacturer immediately upon confirmation of your RMA number by the Manufacturer. Immediate shipping allows for a more accurate analysis of Return Merchandise claims. The Manufacturer must receive the Return Merchandise within 30 days for domestic shipments and 60 days for international shipments from when the RMA number is issued. Failure to comply with this requirement may void your warranty claim, and the Manufacturer will not be liable for any incurred costs (i.e., shipping).

Shipping of Return Merchandise to Manufacturer does not mean that the Manufacturer accepts all responsibility of a warranty claim. The sole purpose of returning the Return Merchandise to the Manufacturer is to carefully inspect the Return Merchandise to determine whether it falls within or outside of the warranty terms. Before any conclusions are determined through analysis of the Return Merchandise, all expenses will be the customer's responsibility.

Merchandise should be prepared for shipment and packaged per the Packing and Shipping Requirements detailed below:

NOTE

DO NOT RETURN MERCHANDISE UNTIL YOU HAVE RECEIVED A WRITTEN AUTHORIZATION AND A VALID RMA NUMBER FROM NANO H2O WATER SOLUTIONS.

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Packing and Shipping Requirements:

- Flush membrane modules with UF Filtrate for a minimum of 30-minutes at pH 6-8 to ensure that any hazardous liquids contained in the Return Merchandise are flushed out and for safe handling of the Return Merchandise.

LIQUIDS CONTAINING A STRONG ACID OR AN ALKALI CLEANING SOLUTION ARE CONSIDERED TO BE HAZARDOUS FOR TRANSPORT AND MUST BE FLUSHED OUT BEFORE SHIPMENT.

- Before shipping, the Return Merchandise ports must be sealed with rubber caps, packaged in a leak-proof polyethylene bag, and securely packaged in wooden crate to keep the module hydrated and protect it from physical damage during shipment.

DURING SHIPMENT, TAKE PRECAUTIONS TO ENSURE THAT MEMBRANE MODULES ARE PROTECTED FROM FREEZING OR PROLONGED EXPOSURE TO TEMPERATURES EXCEEDING 40°C.

Please ship Return Merchandise to the following address:

Contact NANO H2O Technical
Service representative for return
merchandise shipping instructions

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Warranty Claim Validation Procedure

1. The return of membrane modules will only be necessary when both the customer and the manufacturer agree.
2. Before any membrane modules are returned, the requester must submit a request and seek approval from the manufacturer.
3. The cost of shipment will be solely borne by the requester.
4. The manufacturer will bear the cost of the membrane autopsy and will be responsible for delivering the autopsy reports, which will typically include visual inspection, permeability testing, cleaning testing, contaminant analysis, fiber analysis, and potting layer analysis, unless otherwise specified.
5. Determination
 - a. Return Merchandise found to comply with warranted performance values will be returned to the customer at the customer's expense ("freight collect").
 - b. Return Merchandise found to be defective based on the Material and Workmanship Warranty will be replaced or credited to the customer according to the applicable warranty terms and conditions.
 - c. Return Merchandise performing below warranted performance values regarding filtrate flow, or turbidity removal, will be replaced or credited to the customer according to the applicable warranty terms and conditions.

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General Conditions

The customer is responsible for prepaying the shipping charges of the Return Merchandise. The Manufacturer will not accept any Return Merchandise unless it is prepaid. The Manufacturer may request that the customer issue a valid purchase order covering all work related to the warranty inspection, such as analytical work.

When inspection of the Return Merchandise by the Manufacturer concludes that a defect did not cause the warranty claim in material and workmanship:

- The Return Merchandise shall be returned to the customer at the expense of the customer (freight collect); and
- The customer will be billed for the Return Merchandise evaluated including autopsy and house analysis.

When inspection of the Return Merchandise by the Manufacturer concludes that a defect caused the warranty claim in material and workmanship:

- The Return Merchandise will be shipped to the customer free of charge. Please review your warranty for the terms and conditions applicable to your purchase order.

All terms, conditions, and specific remedies outlined in the customer's applicable warranty shall apply in processing all warranty claims. Please contact NANO H2O Water Solutions through the email address corresponding to your region listed above for further questions.

The customer is responsible for returning the Return Merchandise to the Manufacturer for membrane analysis. The warranty claim will not be accepted unless the membrane analysis is complete.

The Manufacturer advises the customer to complete the Request for Return Merchandise Authorization Form, including "The option for prior compensation request" on the form if replacement UF membrane modules are required to prevent the shutdown of the system while the Manufacturer conducts the warranty claim inspection.

When the customer receives replacement membrane modules by prior compensation request, the Return Merchandise must be shipped immediately to the Manufacturer following membrane module replacement. If the Return Merchandise is not returned within two months, the customer is responsible for the compensation membrane modules at current pricing plus shipping charges.

The membrane modules delivered under prior compensation will be billed to the customer at their recent purchase price if the conclusion of the analysis of the used membrane elements is that the problem has not been caused by the membrane supplier.

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MBR / Submerged UF RMA Request Form

New or Used Modules Removed from Original Packaging

Section 1			
TO BE FILLED OUT BY REQUESTOR			
Name of Requestor		Date of Request	
CUSTOMER INFORMATION			
Company Name			
Address/Region			
Contact Person			
Phone/ Mobile		Email	
Purchase Order No.		Ship Date	
REPORTED PROBLEM			
<input type="checkbox"/> Low Flow (High Feed Pressure)		<input type="checkbox"/> High Filtrate Turbidity	
<input type="checkbox"/> High Differential Pressure		<input type="checkbox"/> Visual Product Defect	
<input type="checkbox"/> Other:			
TIME WHEN PROBLEM FIRST OCCURRED			
<input type="checkbox"/> Before Membrane Module Installation			
<input type="checkbox"/> At Startup (Less than 24 hours of continuous operation)			
<input type="checkbox"/> After Startup (2 to 14 days)			
<input type="checkbox"/> XXX Months After Startup			
<input type="checkbox"/> Describe failure mode and attach pictures			
SYSTEM INFORMATION			
Feed Water Type Surface water, seawater, tertiary wastewater etc.			
Filtrate Application RO pretreatment, drinking, discharge etc.			
Upstream treatment e.g. Primary clarification, aerobic system, secondary clarifier, media filter, bag filter etc.			
Downstream treatment		e.g. RO	
SKID/MODULE INFORMATION			
Total No. of skids		No. of modules per skid	
No. of skids per train		Total modules per system	
Serial numbers of affected modules (attach separate file if necessary)			
Have the modules been exposed to <input type="checkbox"/> Yes <input type="checkbox"/> No			

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hazardous materials?	If Yes , provide details (attach to this document) and advise customer that MSDS sheets for all hazardous materials have to be submitted along with this RMA request.
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FEED AND FILTRATE WATER QUALITY INFORMATION							
For performance warranty claims, please provide historical trend data in addition to the following.							

Parameter	Units	Feed		Filtrate			
		Design	Actual	Design	Actual		
Water Temp	°C						
Total suspended solids	mg/L						
Turbidity	NTU						
TOC	mg/L						
BOD ₅	mg/L						
COD	mg/L						
Iron	mg/L as ion						
Manganese	mg/L as ion						
Aluminum	mg/L as ion						
Calcium	mg/L as ion						
Alkalinity	mg/L as CaCO ₃						
Total Hardness	mg/L as CaCO ₃						
Total dissolved solids	mg/L						
pH	S.U						
O&G	mg/L						
Chlorine	mg/L as Cl ₂						
SD ₁₅							
Other (specify)							

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OPERATING PARAMETERS AND PERFORMANCE						
Provide historical trends in addition to the following. Trend files in raw data form to be attached in a separate file						
Process Fluid	Parameter	Position	Units	Design	Actual	
Filtration	Feed Flow Rate	All skids (total)	m ³ /h			
		Single skid	m ³ /h			
	Pressure (single skid)	Feed	Bar			
		Filtrate	Bar			
		Concentrate	Bar			
		TMP	Bar			
	Pressurization Rate	Bar/second				
Air Scour (per skid)	Air Scour Flow Rate		m ³ /h			
	Air Scour Pressure		Bar			
	Air Scour Duration		minutes			
	BW Flow (if used)		seconds			
	BW Frequency (if used)		m ³ /h / GPM			
	BW Duration (if used)		Bar / kPa / psi			
	Air Scour/Backwash process (if applicable) Describe steps					
PROCESS SEQUENCES						
Process	Sequence		Units	Design	Actual	
Maintenance Cleaning (MC) / Chemically Enhanced Backwash (CEB) / Enhanced Flux Maintenance (EFM)	MC1	1. Recipe				
		2. Cleaning Frequency				
		3. Wash Orientation				
		4. Backwash flow rate (if used)				
		5. MC 1 duration				
		6. MC1 protocol				
	MC2	1. Recipe				
		2. Cleaning Frequency				
		3. Wash Orientation				
		4. Backwash flow rate (if used)				
		5. MC 2 duration				
		6. MC2 protocol				

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Recovery Cleaning (RC) / Clean-In-Place (CIP)	RC1	1. Recipe			
		2. Cleaning Frequency			
		3. Duration			
		4. Protocol			
	RC2	1. Recipe			
		2. Cleaning Frequency			
		3. Duration			
		4. Protocol			

Integrity Test	Air pressure applied to inside or outside of fibers?			
	Starting Pressure	Bar / kPa / psi		
	Frequency	days		
	Duration	mins		

Other process sequences e.g. Forward flush (describe)	
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COMMERCIAL CLASSIFICATION	
<input type="checkbox"/> Warranty Claim	<input type="checkbox"/> Non-Warranty Replacement
<input type="checkbox"/> Non-Warranty Credit	<input type="checkbox"/> Billable Technical Service Evaluation
<input type="checkbox"/> No Charge Technical Service Evaluation	<input type="checkbox"/> Application Engineering

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Section 2	
TO BE FILLED OUT	
REQUIRED TEST	
<input type="checkbox"/> As Received Visual Inspection	
<input type="checkbox"/> Autopsy including permeability test, cleaning test, contaminant analysis, fiber analysis and potting layer analysis	
<input type="checkbox"/> Other:	
<input type="checkbox"/> Other:	
<input type="checkbox"/>	

Section 3	
INFORMATION FOR CUSTOMER SERVICE	
No of Modules to be Returned:	
Serial Numbers and Customer PO:	
Commercial Classification:	<input type="checkbox"/> Credit <input type="checkbox"/> Replacement
Further Instructions:	
RMA NUMBER	

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Commercial Invoice

Sender : Email Address : Phone Number :			Recipient : Contact NANO H2O Technical Service representative for return merchandise shipping information			
Invoice Date :			Invoice Number :			
Waybill Number :			Sender's Reference :			
Carrier :			Recipient's Reference :			
Quantity	Country of Origin	Description of Contents	Harmonized Code	Unit Weight	Unit Value	Sub Total
Total Net Weight:			Total Declared Value: (USD)			
Total Gross Weight			Freight & Insurance Charges: (USD)			
Total Shipment Pieces:			Other Charges: (USD)			
Currency Code:			Total Invoice Amount: (USD)			
Type of Export :			Terms of Trade :			
Reason for Export :						
General Notes :						

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I/We hereby certify that the information on this invoice is true and correct and that the contents of this shipment are as stated above.

Name : Position in Company: Signature: _____.	Company Stamp
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The use of this product in and of itself does not necessarily guarantee the removal of cysts and pathogens from water. Effective cyst and pathogen reduction is dependent on the complete system design and on the operation and maintenance of the system. No freedom from any patent owned NanoH2O Co., Ltd., or others is to be inferred. Because use conditions and applicable laws may differ from one location to another and may change with time. Customer is responsible for determining whether products and the information in this document are appropriate for

Customer's use and for ensuring that Customer's workplace and disposal practices are in compliance with applicable laws and other government enactments. NanoH2O assumes no obligation or liability for the information in this document. NO WARRANTIES ARE GIVEN; ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY EXCLUDED. All trademarks stated herein are properties of their respective companies. © NanoH2O Co., Ltd.