

VIKING PUMP, INC., A UNIT of IDEX Corporation

WARRANTY AND SERVICE RETURN AUTHORIZATION FORM

SHIP TO:
711 VIKING RD
CEDAR FALLS, IOWA 50613
ATTN: WARRANTY AND SERVICE

- 1) *Make sure equipment has been flushed, cleaned, and/or drained of all but minimal amounts of fluid.
 2) Complete information on the form below. Retain a copy for your records. (Electronic Format or Paper)
 3) Enclose copy of RA as the packing list and **clearly mark exterior of package with RA number.**
 4) **Enclose copy of required MSDS sheet. See Federal Hazard Communications Standards section below.**
 5) Ship transportation prepaid to: Viking Pump, Inc. **711 Viking Rd., Cedar Falls, Iowa 50613.**
Attn: Warranty and Service.

R.A. NUMBER

2141519

ACTION REQUESTED: (Select all that may apply)	TYPE OF RETURN: (Only one item may be checked)	CUST. ACCT. NO. 13189742 SOLD TO: Marengo Fab Steel CONTACT NAME: Kandis Mount PHONE: 567-233-3190 EMAIL: kmount@mfsparts.com SALES ORDER NO. 661876 INV. NO. CUST. ORIGINAL P.O. NO. 0003602 CUST. RETURN P.O. NO. IF REPAIR AND RETURN
- NO RETURN - REPAIR QUOTE - REPLACEMENT - CREDIT - METLAB ANALYSIS - ENG.ANALYSIS Completed By: Formal Report Required	- WARRANTY Yes - POLICY - REPAIR - STOCK RETURN - STOCK EXCHANGE - OTHER (explain in comments) CAR NUMBER:	

LACT REPORT

Detailed Report:	AFTER EVALUATION HAS BEEN PROVIDED THE PUMP WILL BE HELD FOR 15 BUSINESS DAYS AWAITING CUSTOMER DECISION REGARDING THE DISPOSITION OF PUMP.	AFTER REPAIR, RETURN TO:
Short Summary Report:		If return deemed "not Warranty", is a repair quote needed? Customer requested completion date: 8/16/2021

QTY.	PART / LM NUMBER	DESCRIPTION	SERIAL NUMBER(S)	PROBLEM / DEFECT
1	77-00397	SG0510 with -21H motor		motor is sparking/smoking

COMMENTS/DETAIL:

Pump station installed 3/23/21. After resetting motor, it sparked and smoked. Warranty evaluation required.

REQUIRED INFORMATION FROM CUSTOMER

SITE NAME:	INLET PRESSURE:
END USER:	CHARGE PUMP MODEL/IMPELLER TRIM SIZE:
START UP DATE:	DISCHARGE PRESSURE:
SHIP DATE:	VISCOSITY:
FAILURE DATE:	SPEED:
BBL'S PUMPED	PRODUCT PUMPED:

FEDERAL HAZARD COMMUNICATIONS STANDARDS

If the equipment listed above has been operated, factory review and approval of the Material Safety Data Sheet covering the material(s) handled by the equipment MUST be reviewed prior to Return Authorization being issued or returned to factory. HAS THE EQUIPMENT BEEN OPERATED?	Yes
IF YES, INDICATE THE Material Manufacturer and Material Name. Send copy of MSDS. cooking oil	
ASSIGNED BY VIKING PUMP, INC. Viking Pump, Inc. reserves the right to return any equipment and /or materials received. *Any equipment that is received and found to be containing more than minimal residual amounts of product / materials will be returned COLLECT.	

DISTRICT MANAGER APPROVAL: Jim Bruggeman	DIST NO. 41	DATE: 7/26/2021
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