

November 6, 2018

To: ECR Distributors

Subject: Notification of change to RMA procedures and Web Portal Enhancements

Effective date of changes: November 12, 2018

We are making changes to the ECR RMA policy and the Customer Portal to better facilitate the return of warranty items. The RMA Policy is also included with this announcement. A summary of the changes is below:

Customer Portal

- Component description will auto populate with entry of a valid part number
- The Customer Portal has a new and improved submission process. Currently, we get parts returned with “Defective” or “Broken” listed as the failure. This makes it very difficult to determine why exactly the failure occurred. It also limits the ability to detect common issues and make improvements. On the Customer Portal, when you select “Warranty Claim” at the top of the form, then fill in the component information, at the bottom of the screen a cascading series of drop-down menu’s will be shown. These menu’s will allow to better gather information about the failure mode. While most failure modes are covered, if you have a unique situation there is an option to select “Other” where you can specify the issue. See sample pictures on next page of new RMA process.

RMA Policy

- To guarantee credit, all finished goods (Complete boilers, furnaces, A/C units etc.) will require authorization from ECR **prior** to removal from service. This will ensure that ECR has visibility to the problem and has had an opportunity to correct it. Often simple adjustments, parameter settings or other repairs can quickly solve the problem and avoid the costly time and expense of replacing an entire boiler, furnace etc. If approved, a special ERA (Equipment Removal Authorization) will be assigned that must be entered on the Customer Portal when processing your RMA. Equipment must be returned in its entirety, not missing any components or disassembled. See the RMA Policy included with this announcement for details.
- RMA Expiration has changed from 90 days to 60 days for parts, and to 30 days for finished goods.

If you have any questions, feel free to contact your Utica Boilers Regional Manager or ECR Customer Service.

RMA Improvements

RETURN SOURCE/DESTINATION | **RETURN MATERIAL**

Type of Return:
Type of Return:
Customer reference number:
Date: (mm/dd/yyyy)

Item Returned (1): *Use the tab button on your keyboard to navigate through these fields*

Serial #: *if no s/n please provide the original PO number
Original PO #:
Item #: Description:
Returned Item # b: Description:
Qty Returned:
Install Date: (mm/dd/yyyy) Failure Date: (mm/dd/yyyy)

Additional Information (1):
Is this for Replacement or Credit?:

To start - Select product:
Select category:
Select component:
Select failure mode:
The Reason: *Boilers - Electrical Components - Operating Control/Control Board/Aquastat - Control on, will not operate boiler*

Being as specific as possible please describe the defect or reason for return

Description auto-fills when valid Returned Item is entered

New cascading drop-down menu's