

A FLECK PERFORMANCE BULLETIN

Product Application Service General **news from Fleck Controls**

May 28, 1999

Warranty Expiration Dates & Return Material Procedure

The following is the warranty status of Fleck products, and the correct procedure for returning goods that are in warranty.

I. Warranty Expiration on Valves and Powerheads

To help you and your customers determine which valves and powerheads are still in warranty; we have the following list of expiration dates.

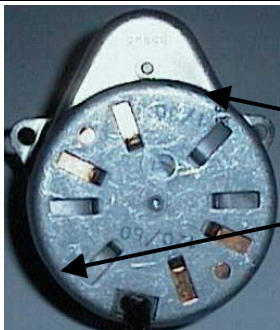
Serial Number with Month and Year

1999		2000		2001	
3557093	January '99	3909632	January '00	4302942	January '01
3586526	February '99	3935834	February '00	4331014	February '01
3617409	March '99	3961957	March '00	4361618	March '01
3635743	April '99	4000703	April '00	4396023	April '01
3676346	May '99	4033670	May '00	4431258	May '01
3704383	June '99	4070936	June '00	4460197	June '01
3738291	July '99	4104133	July '00	4515058	July '01
3765310	August '99	4138223	August '00	4532160	August '01
3792412	September '99	4157395	September '00	4565980	September '01
3820707	October '99	4202935	October '00	4593980	October '01
3834310	November '99	4231549	November '00	4627532	November '01
3882726	December '99	4277630	December '00	4659682	December '01

II. Warranty Expiration on Timers and Timer Motors

Timers do not receive serial numbers but do carry a 3-year warranty. To determine if a timer is still in warranty, add 3 years to the date marked on the sticker located on the back of the timer underneath the switches and this will be the expiration date.

Motors have a date stamped on the casing and carry a 3-year warranty. To determine if a motor is still in warranty, add 3 years to the dated stamped on the motor. (See illustration below for location of date stamping location)



Mallory Motors

(Used on 3200 style timers, 5600, 6600 and 6700 control valves)

Date Code Location

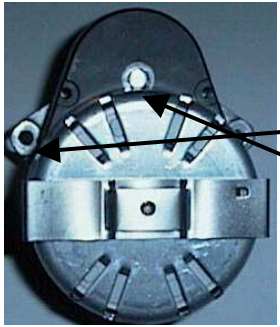
Part Number Location

Date Code is Stamped on Side of Motor Case

Example:

9 16

YEAR (9 = 1999) | WEEK OF YEAR



SAIA Motors

(Used on 5000, 8500, 9000 and 9500 control valves)

Date Code Location

Part Number Location

Date Code is Printed on Side of Motor Case

Example:

9 03

YEAR (9 = 1999) | MONTH



Paragon Motors

(Used on 3000 timers, 3600, 5600 control valves)

Date Code Location

Part number Location

Date Code is Stamped on Top of Motor Case

Examples:

Prior to April 1, 1992

4 01 2

MONTH | DAY | YEAR (2 = 1992)

DAY

1-Jan 2-Feb 3-Mar 4-Apr 5-May 6-Jun 7-Jul 8-Aug 9-Sep 0-Oct Y-Nov Z-Dec

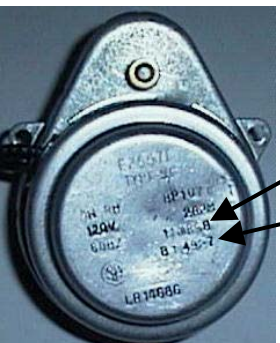
(Used on 9000, 9500 control valves)

After April 1, 1992

04 AP 92

MONTH | DAY | YEAR (2 = 1992)

DAY



Date Code Location

Part Number Location

III. Return Material Authorization Procedure (RMA)

In order to get quick service on returned material, please include the following information when getting a RMA number:

1. Type of request: credit or warranty repair
2. Part number and quantity
3. Original Fleck shop order number (preferred) or invoice number
4. Specific reason for return of parts or valves

Necessary repairs on any valve or part covered by warranty will be at no charge. If repair is not possible, the valve or part will be replaced.

A 15% restocking charge applies on credit issued for all goods when *incomplete* return information is not provided by the customer. (Points 1 – 4 above)

Returns that are authorized due to Fleck error will *not* be subjected to restocking charges.

Fleck will only authorize returns of products for credit within 90 days of original purchase date.

All returns must be received at Fleck within 30 days of issuance of RMA number; if not received in 30 days the RMA will be cancelled.

Identify the RMA number on the packing slip and all cartons; and individually tag all valves, parts or components with tags provided by Fleck.

All returned material should be sent to:

Fleck Controls
20580 Enterprise Avenue
Brookfield, WI 53045
Attn: Service Department

Note: Fleck will refuse accepting delivery of any materials that do not have a green RMA sticker on the carton listing the RMA number.

As always, thank you for using Fleck Controls.

Sincerely,
Fleck Controls, Inc.



Jay Runkle
Technical/Product Support