

	YORK MILLENNIUM TWO STAGE ABSORPTION CHILLER	
SERVICE BULLETIN	Supersedes: 155.17-NM1(SB28) (1095)	Form 155.17-NM1(SB28) (1198)

Date: November 5, 1998

To: District Offices

Subject: Buffalo Pump Warranties

Units Affected: All IsoFlow and ParaFlow Absorption Units with Buffalo Pumps

A new return policy will take effect immediately for all warranty claims where the Buffalo pump on any absorption chiller is to be replaced. This procedure is required for all returns to Buffalo Pump Inc. for the purpose of pump repair, failure evaluation, warranty consideration, or returning unused parts.

There are two major differences adopted in this new policy than the old policy:

1. All pumps or pump hardware will be sent directly to Buffalo Pump Inc. **Not the York Factory.**
2. A Return Goods Request Form must be filled out and submitted to Buffalo Pumps Inc. before any pump return can be made.

The following instructions must be preformed before submitting a YORK warranty on a Buffalo pump or returning any pumps back to Buffalo Pumps Inc. If this procedure is not followed the York warranty will not be honored.

1. Fill out the attached page of this Service Bulletin Return Goods Request Form and send or fax to Buffalo Pumps Inc. Make sure the Customer information, Shop order, Description, Reason for Return, and Liquid pumped is filled out completely.
2. After Buffalo Pumps Inc. reviews the Return Goods Request Form, they will send back a De-Contamination Verification Form, a Return Goods Authorization Form, shipping instructions, and a Return Goods Number.
3. Disassemble pump and flush with water. When pump is completely decontaminated of the pumped liquid, reassemble and package for shipping.
4. Include with the pump:
 - a. Completely filled out De-Contamination Verification Form.
 - b. Completely filled out Return Goods Authorization Form.
 - c. Returned Goods Number

When sending any correspondence to Buffalo Pumps Inc. about a particular return, the Returned Goods Number must be used. Buffalo Pumps Inc. will contact the sender directly as to the disposition of the pump or any other information that may be needed for a complete evaluation.

Please use the attached Return Goods Request Form to make copies for submitting to Buffalo Pumps Inc.

BUFFALO PUMPS INC
874 Oliver Street
North Tonawanda, NY 14120

Phone (716) 693-1850
Fax (716) 693-6303
rgform1

RETURNED GOODS REQUEST FORM

Sales Representative: _____ **Date Faxed:** _____
Customer: _____ **Reply:** _____
Address: _____

CC #: _____
Contact: _____
Phone: _____
Fax: _____

Shop Order Being Returned: _____ **Motor Being Returned:** yes / no
Equipment Description: _____

Reason For Return: (circle 1, 2, or 3 and complete 4)

1. Warranty determination requested - date into service _____ date of failure _____
2. Inspect and advise estimate of repair
3. Other _____
4. Symptom of failure _____

To Be Completed By Customer And Returned To BPI

- Item 1. Liquid pumped: _____
- Item 2. Material Safety Data Sheet for the liquid pumped **MUST** be returned with this form unless the liquid pumped is pure water, (all additives to water requires a MSDS), lube oil, or Lithium Bromide.
- Item 3. The returned pump must be cleaned and de-contaminated of the liquid pumped. The sender certifies that the pump has been de-contaminated of the above liquid by signing and dating the De-Contamination Verification Form. This form must be faxed in advance or accompany the returned good.
- Item 4. Customer Purchase Order # _____. Buffalo Pumps has a per pump \$400 minimum inspection fee for all returns. This \$400 will be applied to the cost of repair or replacement. BPI requires that a purchase order be issued acknowledging this inspection fee and requesting to be advised of the cost for repair or replacement. Work will not proceed until authorized by the customer.

This completed form, along with the purchase order and a MSDS (see Item 2), must be faxed to:
Buffalo Pumps, Inc. - Attn: Return Material Dept. at (716) 693-6303

A De-Contamination Verification Form and return goods number will be sent after the return of this form. The De-Contamination Verification Form must be signed, dated, and enclosed with the returned pump or faxed in advance of the return shipment. All correspondence must reference the return goods number.

BUFFALO PUMPS WILL REFUSE ALL SHIPMENTS WITHOUT A SIGNED DE-CONTAMINATION VERIFICATION FORM

