

1. **Complete form.**
2. **Email completed form** to rga@autoflame.com (unless it is an EGA return inside the USA, which goes to UsEgaRepairs@autoflame.com).
3. **Await our reply via email.** We will confirm that it is a valid repair typically in one business day. We will issue you an RGA number.
4. **Ship unit.** Include the RGA number with your repair outside the box. Include a copy of the completed RGA form with the shipment.

Why do we require this procedure?

- Many times we can advise the Tech Centre how to make the suspect unit operate properly without sending in for repair.
- Some products are no longer supported and will simply be scrapped when they arrive at the factory, resulting in wasted shipping and processing.
- The RGA procedure drastically reduces processing time, getting the returned unit back to you and your customer more quickly.
- Please note if you return your MM Control Module for repair whilst it's still within its warranty period and we find no faults with your unit, a standard inspection charge will be applicable

Company Name		Contact Name	
PO Number		Phone	
Email			
Billing Address		Billing City	
Billing St/County		Zip or Post	
Country		Today's Date	
If different from Shipping details			
Shipping Address		Shipping City	
Shipping ST/County		Zip or Post	
Country			
Unit(s) will ship to this location for processing: <input type="checkbox"/> Autoflame (UK) All products except USA EGA's rga@autoflame.com		<input type="checkbox"/> Autoflame USA US EGA's only usegarepairs@autoflame.com	
		Shipping Special Instructions	

First Unit		Autoflame Part	
Description		Serial/Batch No	
Software Version		Mfr Date	
Install Date		Last Svc Date	
Burner Fuel		Burner Brand	
Burner Rating			
Site Description (Please give a description of the boilers on site (number, type, etc) as well as Autoflame equipment on site (MM's, EGA's, DTI's--with or without link to BMS, water level control, draft control, etc.)			
Description of Fault			
Is this a warranty claim? <input type="checkbox"/> Yes <input type="checkbox"/> No (Is it still within the warranty period AND is the fault included under warranty coverage?)			
If an EGA, is it being shipped in original packaging (or equivalent)? <input type="checkbox"/> Yes <input type="checkbox"/> No Failure to do so will void warranty.			

Second Unit		Autoflame Part	
Description		Serial/Batch No	
Software Version		Mfr Date	
Install Date		Last Svc Date	
Burner Fuel		Burner Brand	
Burner Rating			
Site Description (Please give a description of the boilers on site (number, type, etc) as well as Autoflame equipment on site (MM's, EGA's, DTI's--with or without link to BMS, water level control, draft control, etc.)			
Description of Fault			
Is this a warranty claim? <input type="checkbox"/> Yes <input type="checkbox"/> No (Is it still within the warranty period AND is the fault included under warranty coverage?)			
If an EGA, is it being shipped in original packaging (or equivalent)? <input type="checkbox"/> Yes <input type="checkbox"/> No Failure to do so will void warranty.			

Third Unit		Autoflame Part	
Description		Serial/Batch No	
Software Version		Mfr Date	
Install Date		Last Svc Date	
Burner Fuel		Burner Brand	
Burner Rating			
Site Description			
Description of Fault			
Is this a warranty claim? <input type="checkbox"/> Yes <input type="checkbox"/> No (Is it still within the warranty period AND is the fault included under warranty coverage?)			
If an EGA, is it being shipped in original packaging (or equivalent)? <input type="checkbox"/> Yes <input type="checkbox"/> No Failure to do so will void warranty.			

Fourth Unit		Autoflame Part	
Description		Serial/Batch No	
Software Version		Mfr Date	
Install Date		Last Svc Date	
Burner Fuel		Burner Brand	
Burner Rating			
Site Description			
Description of Fault			
Is this a warranty claim? <input type="checkbox"/> Yes <input type="checkbox"/> No (Is it still within the warranty period AND is the fault included under warranty coverage?)			
If an EGA, is it being shipped in original packaging (or equivalent)? <input type="checkbox"/> Yes <input type="checkbox"/> No Failure to do so will void warranty.			