



- 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 it 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 quicker.
- 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.

Date			
Company Name		PO Number	
Contact Name		Contact Email	
Billing Address		Shipping Address	
Unit(s) will ship to this location for processing:		Shipping Special Instructions	
Autoflame (UK) All products except USA EGAs rga@autoflame.com		Autoflame USA US EGAs only usegarepairs@autoflame.com	

First Unit		Autoflame Part Number	
Description		Serial/Batch Number	
Install Date		Last Service Date	
Site Description (Please give a description of the boilers on site (number, type etc.) as well as Autoflame equipment on site (MMs, EGAs, DTIs – with or without link to BMS, Water level control, draft control etc.))			
Description of Fault (Please provide as much detail as possible)			
Is this a warranty claim? Yes 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)? Yes No Failure to do so will void warranty.			



Second Unit		Autoflame Part Number	
Description		Serial/Batch Number	
Install Date		Last Service Date	
Site Description (Please give a description of the boilers on site (number, type etc.) as well as Autoflame equipment on site (MMs, EGAs, DTIs – with or without link to BMS, Water level control, draft control etc.))			
Description of Fault (Please provide as much detail as possible)			
Is this a warranty claim? Yes No <i>(Is it still within the warranty period AND is the fault included under warranty coverage?)</i>			
If an EGA, is it being shipped in original packaging (or equivalent)? Yes No Failure to do so will void warranty.			

Third Unit		Autoflame Part Number	
Description		Serial/Batch Number	
Install Date		Last Service Date	
Site Description (Please give a description of the boilers on site (number, type etc.) as well as Autoflame equipment on site (MMs, EGAs, DTIs – with or without link to BMS, Water level control, draft control etc.))			
Description of Fault (Please provide as much detail as possible)			
Is this a warranty claim? Yes No <i>(Is it still within the warranty period AND is the fault included under warranty coverage?)</i>			
If an EGA, is it being shipped in original packaging (or equivalent)? Yes No Failure to do so will void warranty.			

Fourth Unit		Autoflame Part Number	
Description		Serial/Batch Number	
Install Date		Last Service Date	
Site Description (Please give a description of the boilers on site (number, type etc.) as well as Autoflame equipment on site (MMs, EGAs, DTIs – with or without link to BMS, Water level control, draft control etc.))			
Description of Fault (Please provide as much detail as possible)			
Is this a warranty claim? Yes No <i>(Is it still within the warranty period AND is the fault included under warranty coverage?)</i>			
If an EGA, is it being shipped in original packaging (or equivalent)? Yes No Failure to do so will void warranty.			