



- 1. Complete Form**
- 2. Email Completed Form** to [rga@autoflame.com](mailto:rga@autoflame.com) (unless it is an EGA return inside the USA, which goes to [bnelson@autoflame.com](mailto:bnelson@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	
<p style="color: red;">Autoflame (UK) All products except USA EGAs <a href="mailto:rga@autoflame.com">rga@autoflame.com</a></p>		<p style="color: blue;">Autoflame USA US EGAs only <a href="mailto:bnelson@autoflame.com">bnelson@autoflame.com</a></p>	

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 <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 <b>Failure to do so will void warranty.</b>			



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 <b>Failure to do so will void warranty.</b>			

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 <b>Failure to do so will void warranty.</b>			

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 <b>Failure to do so will void warranty.</b>			