IN-WARRANTY PRODUCT RETURN FORM

DANNER MANUFACTURING, INC.

IMPORTANT: IF PRODUCT IS OUT-OF-WARRANTY - PLEASE CONTACT: http://www.pondmasterservice.com/ (518) 793-8184

BEFORE RETURNING ANY PRODUCT:

1) CHECK IF PRODUCT IS CLEAN. OFTEN PROBLEMS ARE RESOLVED BY MAINTENANCE. CLEANING DEBRIS AND CAKED UP MUD OFTEN FREES A SEIZED IMPELLER.

2) HAVE YOU REFERRED TO THE TROUBLESHOOTING SECTIONS IN THE INSTRUCTION MANUAL AND/OR THE DANNER WEBSITE? **https://dannermfg.com**

3) HAVE YOU CALLED DANNER MFG. CUSTOMER SERVICE TO DISCUSS THE PROBLEM? THIS CAN AVOID THE COST OF SHIPPING A PRODUCT. (631) 234-5261

FOLLOW THESE 4 STEPS WHEN RETURNING A PRODUCT TO DANNER:

1. CALL DANNER CUSTOMER SERVICE AT (631) 234-5261 OR SEND EMAIL TO CUSTOMERSERVICE@DANNERMFG.COM

2. COMPLETE THIS PRODUCT RETURN FORM INCLUDING THE RMA # PROVIDED BY CUSTOMER SERVICE.

3. MAKE A COPY OF STORE RECEIPT AND INCLUDE WITH THIS FORM. THIS IS MANDATORY. PRODUCTS WITHOUT DATED RECEIPTS WILL NOT BE ACCEPTED.

4. SEND PRODUCT, RECEIPT, YOUR CHECK TO COVER POSTAGE AND HANDLING FEES***SEE NOTE** AND THIS COMPLETED PRODUCT RETURN FORM TO: ☞

*NOTE: SEE PRODUCT'S INSTRUCTION MANUAL WARRANTY SECTION FOR POSTAGE & HANDLING FEE.

DANNER MANUFACTURING
160 OVAL DRIVE
ISLANDIA, NY 11749-1489
ATTN: RETAIL WARRANTY

NOTE:
- *PLEASE USE A TRACKABLE SHIPPING METHOD.*
- *WRITE "RETAIL WARRANTY" AND THE RMA # ON THE OUTSIDE OF THE SHIPPING BOX.*

ENTER RMA REFERENCE NUMBER HERE

RMA#

PRODUCT INFORMATION

ITEM #

PRODUCT DESCRIPTION:

IS PRODUCT IN WARRANTY PERIOD? **Y** ☐ **N** ☐
CHECK ONE

TODAY'S DATE

CUSTOMER INFORMATION

NAME

ADDRESS

CITY / STATE

ZIP CODE

EMAIL*

PHONE*

* Please include so that we may contact you. This information will not be shared.

QUESTIONS REGARDING RETURNED PRODUCT

What is wrong with product? Place "X" in box below or Explain in "OTHER"

☐ Trips Circuit Breaker
☐ Stopped Running
☐ Did not run from start
☐ Starts and stops
☐ Broken Impeller
☐ Frozen Impeller

☐ Broken Volute / Cover
☐ Noisy
☐ Swelled Housing
☐ Does not Light up
☐ Water Leakage
☐ Not enough air or water output

OTHER: PLEASE PROVIDE A BRIEF EXPLANATION

Please answer the following questions regarding the use of the product:
(Place "X" in appropriate box)

In what application was product used? { Pond   Pool   Fountain / Statuary   Hydroponics   Aquarium
Other:_____

Was product used submersed [S] or inline [I] (*Out of water*) ?   [S]   [I]

Did product run Dry?   [Y]   [N]

Did Circuit breaker trip during normal operation?   [Y]   [N]

Was product tested on a different verified electrical outlet?   [Y]   [N]

Which most closely describes the climate where the product was used recently?
☐ Frigid   ☐ Moderate   ☐ Desert Heat   ☐ N/A - used indoors

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