

Thermacell Return/Repair form

Thermacell Repellents, Inc

26 Crosby Drive--Bedford, MA 01730

(866) 753-3837

Full Name: _____ Date: _____ RMA# TRI _____

Last Name: _____

Daytime telephone number _____

Address: _____

City: _____ State: _____ Zip Code: _____

E-mail: _____

How long have you had your Thermacell: _____

Approximately how many butane cartridges have you used in this Thermacell: _____

(We will repair any Thermacell regardless of age--Please be sure to try a second cartridge)

Please contact the Customer Care Center via our toll free number (866)-753-3837 and request an RMA#

Please detail the malfunction: (Check any that apply):

____ Hear flow of gas but no ignition (Try letting the gas flow for 2 minutes and then hit start, this will purge the appliance)

____ No Flow and No ignition

____ Mats don't turn white over time

____ Mats turn white in less than 3 hours of use

____ Start button does not click

____ On/Off switch gets stuck

____ Thermacell won't stay lit

____ Other-- please explain: _____

For Thermacell use only:

Date Repaired: _____

Problem: _____

Unit Date Code: