

IONPURE[®] CEDI Module Return Procedure and Authorization

Ionpure CEDI modules may be returned for evaluation in the Evoqua factory (Lowell, MA USA) as part of the Customer Return procedure and to help identify the root cause of failure and whether a module is covered under warranty.

advance replacement module was provided, payment for the module should be made within 30 days of evaluation report issuance.

FEES/CHARGES

1. All modules returned to the factory for evaluation will need to be accompanied by a purchase order to cover the labor and testing charges to conduct the module evaluation. Additional charges may be required for specific test requests, but only with customer approval.
2. In some cases advanced replacement may be necessary to allow return of a CEDI module for evaluation. In such instances the OEM must provide a purchase order for the replacement module. Payment terms are net 120 days, to allow time for return and evaluation of the module.
3. The cost of module evaluation depends on the type of device and the service desired. Three levels of module evaluation service are available:
TEST: performance test only (controlled conditions).
INSPECT: visual inspection of module internals.
EXAM: combination of test and detailed inspection.
Part numbers and costs for the various services are given in the Ionpure price list.
4. The Purchase Order(s) should be issued directly by the OEM.
5. Upon completion of the exam, and within three weeks of the module receipt in the factory, an Ionpure[®] Module Examination Report will be issued to the OEM.
6. If the module is found to be defective and covered under warranty, the fee for module evaluation will be waived and the invoice will not be issued. In the case of an advanced replacement, module credit will be issued in accordance with the Ionpure module warranty.
7. If the module is not covered under warranty, the invoice for the examination service(s) will be issued to the customer. If an

RETURN PROCEDURE

Customers wishing to return product to the factory should use the following procedure:

PRODUCT RETURNED TO IONPURE[®] USING ALTERNATIVE METHODS WILL NOT BE ACCEPTED AND WILL BE RETURNED TO SENDER.

1. Call or e-mail your Ionpure Technical Support Representative (see web site www.ionpure.com for contact information), to request a Return Authorization number (RA#).
2. Customers should be ready to provide the following information:
 - a) Part number and quantity of the product(s) they wish to return.
 - b) Serial number of each module.
 - c) Reason for return.
 - d) Operating information (i.e., product water quality, pressures, flow rates, temperature, feed concentration) per attached form.
 - e) Site name, date installed, system size, etc.
3. Ionpure Technical Support or Sales will consult with the OEM to explain various options and the associated charges for such services as:
 - a) Product evaluation (for determination of mode of failure).
 - b) Product repair.
 - c) Product rebuild.
4. Upon providing the information (Items 2a-e above), the Customer will be provided with an Ionpure[®] RA# and shipping instructions.
5. Customer must return product(s) to the specified address in suitable packaging. The exterior of the packaging must be clearly marked with the Ionpure[®] RA#.



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6. The product must be returned to Ionpure within 60 days or the return authorization will expire.
7. After evaluation is complete, a report will be provided, along with a quotation for the cost of rebuilding or repairing the module. Notification to the OEM is typically completed within three (3) weeks from receipt of returned material at the factory.
8. The OEM has 30 days to provide a purchase order for rebuild/repair or the hardware will be discarded.

For any questions or clarifications; Call Customer Service at 866-876-3340, or e-mail mary.eckland@evoqua.com

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Return Authorization #	To be filled out by Evoqua Water Technologies Lowell		
Rebuild required?	Yes	No	To Be Determined*

[* requires response within 30 days of report or hardware will be discarded.](#)

Installation Site Name	
OEM Name	
OEM Address	
OEM Address	
Contact Name	
Phone	
E-mail	

Module part number	
Serial number(s)	
Startup date	
Time in operation	
System description including pretreatment	

Reason for Return (X appropriate box)	
<input type="checkbox"/>	External water leakage
<input type="checkbox"/>	Decrease in product water quality
<input type="checkbox"/>	Loss of product flow or increase in pressure drop
<input type="checkbox"/>	Loss of reject flow or increase in pressure drop
<input type="checkbox"/>	Increase in DC voltage or decrease in DC amperage
<input type="checkbox"/>	Other (describe)

Chemical cleanings performed	
Date(s)	
Type(s)	
Result	

Additional Comments

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Operating Information			
Parameter	Units	Start-up*	Present
Date			
DC Potential	volts		
DC current	amps		
Module resistance	ohms		
Feed Water			
Temperature	° C		
Conductivity	μS/cm		
Carbon Dioxide	ppm CO ₂		
Dilute (Product)			
Resistivity	megohm-cm		
Flow	gpm or m ³ /h		
Inlet Pressure	psig or bar		
Outlet pressure	psig or bar		
Pressure drop	psid or bar		
Concentrate (Reject)			
Flow	gpm or m ³ /h		
Inlet pressure	psig or bar		
Outlet pressure	psig or bar		
Pressure drop	psid or bar		

* Once system has reached steady-state

Note: Evoqua may require additional operating information (such as full daily operating logs) for warranty claims.