

Return Material Authorization Policy

Bulletin FMSM053 Issue/Rev. 0.2 (9/19)

Authorized Return of Material and/or Equipment to TechnipFMC Facilities

TechnipFMC must assign a Returned Material Authorization (RMA) number to any material you plan to return for factory evaluation, repair or calibration service, etc. The Returned Material Authorization (RMA) will be valid for 45 days from the issue date. After 45 days TechnipFMC will close out the RMA and it will no longer be valid. Please mark the RMA number clearly on all shipping cartons and include TechnipFMC RMA documentation. No material returns will be accepted without an RMA number. TechnipFMC will return to the sender at the sender's expense, all packages that do not have the RMA number clearly marked on them.

The issuance of an RMA number does not automatically mean the repair will be covered under warranty. A TechnipFMC associate will contact you regarding the disposition of your returned equipment.

When requesting a Return Material Authorization, please complete and submit a RMA Request Form FMSM064, including;

- Customer name
- Customer shipping address
- Customer billing address
- Customer phone number
- Customer contact
- Customer contact e-mail address
- Equipment type and serial number
- Original sales order or purchase order number
- Reason for return
- Failure description, if applicable
- Process material(s) to which the equipment has been exposed
- Material used to de-contaminate and clean the equipment
- New purchase order number for the repair or calibration

OSHA Hazard Communication Standard 29CFR 1910.1200 mandates that we take specific steps to protect our employees from exposure to potentially hazardous materials. All equipment must be completely cleaned and decontaminated before being returned. If the equipment being returned was exposed to a hazardous substance as defined by OSHA, a letter certifying that the equipment has been decontaminated, as well as a copy of the required Material Safety Data Sheets (MSDS) for each hazardous substance identified must be included with the returned equipment.

Before returning used equipment:

Mechanical Products

- Each package must be clearly marked with a RMA number.
- Equipment must be drained, flushed, appropriately packaged and if applicable, secured on a pallet for shipment.
- A Declaration of Hazardous Materials and Decontamination must be visibly attached to the outside of the package.
- An MSDS for each substance that has come in contact with the equipment must be included inside the package.
- A duplicate MSDS must be visibly attached to the outside of the package.

Electrical PCB's (Printed Circuit Boards) and Electronic Components

(Violation of the following guidelines may result in the refusal of acceptance of material which will be returned, with serial number recorded)

- Each package must be clearly marked with a RMA number.
- Electronic assemblies must be returned in approved anti-static containers (bags or foam). Clear plastic bags and bubble wrap are unacceptable as well as Styrofoam particles. Antistatic bags can generally be identified by black, dark grey or pink in color; antistatic foam material is generally a pink color.
- Shipping containers for these assemblies must be crush proof.
- Reuse of TechnipFMC electronic assemblies shipping containers and packaging is acceptable.

ESD (Electrostatic Discharge) is the discharge of stored static electricity that can damage electronic equipment, impair electrical circuitry, resulting in complete or intermittent failures. Always take standard ESD handling precautions when handling electronic assemblies and components to reduce the possibility of damage to these devices.

ESD Handling Precautions:

- Store assemblies in original packages, electrically conductive containers or conductive plastic foam until ready to be installed.
- Dissipate static electricity before handling any electronic assemblies by touching a grounded metal object, such as the system unit unpainted metal chassis.

- Always hold electronic assemblies by its edges. Avoid touching the contacts and components.
- Keep static generating materials (plastic, paper, cellophane, cardboard, etc.) away from the work area.
- Never allow clothing to make contact with assemblies.
- Never install or remove electronic assemblies in a circuit when power is applied. ESD related failures due to improper handling may affect coverage under warranty.

To receive a Returned Material Authorization (RMA) number for evaluation, repair or calibration service by phone, please contact the TechnipFMC Response Center: 844-798-3819 or MS.Responsecenter@Technipfmc.com

NOTES ON SAFETY

WARNING!

Electrical shock could cause death or serious injury. If a sensor is installed in a high voltage environment and a fault or installation error occurs, high voltage may be present on the leads and terminals.

Safe and secure operation of the unit can only be guaranteed if the operating instructions and all safety notes are read, understood and followed.

Correct Use

The manufacturer cannot be held responsible for damage caused by misuse of the unit.

Separate Ex documentation should be obtained for measurement systems in hazardous areas. The installation conditions and connection values indicated in these instructions must be followed!




Installation, Commissioning, and Operation

The unit is constructed using the most up-to-date production equipment and complies to the safety requirements of the local guidelines. However, if it is installed incorrectly or misused, certain application dangers can occur. Installation, wiring (as required) and maintenance of the unit must only be done by trained skilled personnel who are authorized to do so by the Field Service Manager. This skilled staff must have read and understood these instructions and must follow them as exactly stated. The Field Service Manager must make sure that any electrical wiring has been correctly wired to the connection schematics.

Hazardous Areas

When installing the unit in a hazardous area all of the national safety requirements must be met. Make sure that all personnel are trained in these areas. The measurement and safety values must be followed in all these installations.

SAFETY SYMBOLS

SYMBOL	MEANING
	<p>Explosion protected, type examined operating equipment If this icon is on the device's nameplate, the device can be used in hazardous areas.</p>
	<p>Hazardous area This symbol identifies the hazardous area in the diagrams in these Operating Instructions. – Devices that are used in hazardous areas or cables for such devices must have corresponding type of protection.</p>
	<p>Safe area (non-hazardous area) This symbol identifies the non-hazardous area in the diagrams in these Operating Instructions. – Devices in non-hazardous areas must also be certified if connection cables run through a hazardous area.</p>

Though the information provided herein is believed to be accurate, be advised that the information contained herein is NOT a guarantee of satisfactory results. Specifically, this information is neither a warranty nor guarantee of satisfactory results. Specifically, this information is neither a warranty nor guarantee, expressed or

implied, regarding performance, merchantability, fitness, or other matter with respect to the products, and recommendation for the use of the product/process information in conflict with any patent. Please note that TechnipFMC reserves the right to change and/or improve the product design and specifications without notice.