

Introduction and Overview of RMA Policy

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Introduction and Overview of RMA Policy

RMA policy (refer to FMSM053) has been established to provide you, our customers, with accurate and detailed instructions in the processing of factory issued Return Material Authorizations (RMAs). The circumstances for return may vary from customer to customer. Our goal is to make the procedures as complete and encompassing as possible. The following pages detail the required steps to obtain RMAs for:

- Mechanical warranty evaluation
- Electronic warranty evaluation
- Mechanical repair evaluation
- Electronic repair evaluation
- Mechanical core return evaluation
- Electronic core return evaluation
- Mechanical and electronic return to stock requests for credit

TechnipFMC Service Group is to be contacted before sending in any mechanical and electronic material to the factory for warranty evaluation. Service can be reached at MS.Responsecenter@TechnipFMC.com or 844-798-3819. This allows our technicians to perform a trouble-shooting analysis prior to the issuance of an RMA number.

Return Material Authorization (RMA) numbers are required for all equipment or parts returned to the factory. This allows us to provide a system for tracking your equipment once it reaches the factory. RMA numbers can be obtained by contacting the TechnipFMC RMA Specialist. To aid TechnipFMC in expediting and to properly disposition your RMA, **a detailed reason for the return is required**. A TechnipFMC Representative will gladly guide you through this process.

RMA numbers that have been issued are valid for 45 days and will be closed if confirmation of shipment is not received within the timeframe.

A complete copy of Return Material Policy (refer to FMSM053) is included in this publication for your convenience.

Mechanical RMAs—Warranty Evaluation

- All equipment must be flushed, drained, and properly packaged for shipment (refer to FMSM053).
- A Material Safety Data Sheet (MSDS) and/or Declaration of Hazardous Material and Decontamination (refer to FMSM054) must accompany all mechanical returns. A copy has been attached for your convenience.
- All equipment returned to the factory will be cleaned, disassembled, and evaluated (subject to a cleaning and evaluation fee).
- Equipment approved for warranty following the warranty evaluation process may have the cleaning and evaluation fee waived and will be repaired or replaced at no cost.
- All non-warranty approved material will be subject to standard cleaning and evaluation fees.
- Equipment may be returned to sender (freight collect) if instructions are not followed.

Electronic RMAs—Warranty Evaluation

- Proper packaging of electronic boards is required. Boards must be packed in anti-static bags and appropriate containers (refer to FMSM053).
- All electronic equipment returned to the factory will undergo a function test and an engineering evaluation.
- Equipment **approved** under warranty will be repaired or replaced at no cost excluding freight charges. In some cases a customer credit may be applied.
- Equipment returned for warranty evaluation and deemed fully functional may be subject to a standard evaluation fee and return freight charges.
- Equipment **not approved** under warranty will be repaired or replaced and invoiced including freight charges. This will require the approval of the end user prior to any action taken.
- TechnipFMC offers an Electronics Exchange Program for select material in lieu of the repair and return of individual electronic material.

Mechanical RMAs—Repair Evaluation

- All equipment must be flushed, drained and properly packaged for shipment (refer to FMSM053).
- A Material Safety Data Sheet (MSDS) and/or Declaration of Hazardous Material and Decontamination (refer to FMSM054) must accompany all mechanical returns. A copy has been attached for your convenience.
- A Service Order Quotation will be generated for the repair including the fee for disassembly, cleaning and evaluation, flow performance testing, or other such fees.
- Disassembly, cleaning and evaluation fee may be invoiced in the event the customer elects to not have the equipment repaired.
- If a response to the quotation is not received within 45 days, the RMA will be subject to standard cleaning and evaluation fees and returned to the customer including freight charges.
- Equipment may be returned to sender (freight collect) if instructions are not followed.

Electronic RMAs—Repair Evaluation

- TechnipFMC offers an Electronics Exchange Program for select material in lieu of the repair and return of individual electronic material.
- The TechnipFMC Service Group can be contacted and utilized for on-site support of all electronics. Service can be reached at ***MS.Responsecenter@TechnipFMC.com*** or 844-798-3819. This allows our technicians to perform a trouble-shooting analysis prior to the issuance of an RMA number.

Mechanical RMAs—Core Return Evaluation

- All equipment must be flushed, drained and properly packaged for shipment (refer to FMSM053).
- A Material Safety Data Sheet (MSDS) and/or Declaration of Hazardous Material and Decontamination (refer to FMSM054) must accompany all mechanical returns. A copy has been attached for your convenience.
- **Core Credit Exchange Program** – A 1:1 return (matching model) is required to participate in the exchange program. The program requires a purchase and the return of a workable core in the same transaction. This program provides maximum credit benefit to customer. The mechanical exchange program applies to Positive Displacement (PD) Meter Innermechs and Turbine Meter Internal Parts Kits (IPK).
- **Core Credit Buyback Program** – Used, damaged, excess, or obsolete equipment can be returned to a TechnipFMC facility for an evaluation to obtain a credit on a customer account. Returned equipment is received, evaluated, and graded based on usable core components and established grading system to determine the credit applied.

Once a returned core has been evaluated and deemed workable a credit will be issued in accordance with the Core Exchange Program. In the event a core is deemed unworkable, customer will be contacted for further disposition. Refer to the Revolve Core Evaluation Grading Criteria included at the end of this publication.

Electronic RMAs—Core Return Evaluation

- Proper packaging of electronic boards is required. Boards must be packed in anti-static bags and appropriate containers (refer to FMSM053).
- **Core Credit Exchange Program** – A 1:1 return (matching model) is required to participate in the exchange program. The program requires a purchase and the return of a workable core in the same transaction. This program provides a credit benefit to a customer for select electronic equipment.
- Once a returned core has been evaluated and deemed workable a credit will be issued in accordance with the Core Exchange Program. In the event a core is deemed unworkable, customer will be contacted for further disposition.

Return of Stock RMAs

- All returns require a RMA number, prior approval from a TechnipFMC representative, and must follow the Return Material Authorization Policy (refer to FMSM053). A copy has been attached for your convenience.
- Eligible new and unused equipment can be returned to the factory for credit in accordance with TechnipFMC policy (refer to PLPT001N Section 4). These are addressed on a case by case basis.
- A standard restocking fee of 20% will be charged for handling returned merchandise when an order was correctly filled.
- New and unused is defined as: Material returned is in new, unused, clean condition. Parts must be returned in original unbroken sealed package of current revision and no older than 12 months old.

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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 unit 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 be 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 PCBs (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. Anti-static bags can generally be identified by black, dark grey, or pink in color; anti-static 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.

- 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.

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.

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.

General Information About Orders, RMAs, Units, and Spare Parts

Ordering Instructions

- A. Parts for products of TechnipFMC Measurement and Product Solutions, Inc. are included in this price list.
- B. When a number appears in the "Description or Substitute" column without a price, it is a substitute part.
- C. If there is a doubt as to nomenclature or number of desired part, please send a sample with information requested in Item D below. This will ensure accurate identification so that shipment can be accomplished immediately.
- D. To avoid shipping errors, please refer to your latest parts list for correct part number and description and include the following information:
 - Model number of unit
 - Serial number of unit
 - Operating voltage of unit for electrical parts
 - Part number (if known)
 - Complete description of part ordered and location of unit if parts' number is not known.
- E. Please send your order to the location shown on the front cover.

Prices and Billing

- A. All prices shown are in U.S. Dollars.
- B. The prices listed are current at the time of publication, but due to fluctuating market conditions we reserve the right to change these prices without advance notice.
- C. Prices will be furnished on request for items not contained in this price list.
- D. Minimum net billing charges.
 - Domestic: \$100 per order
 - Export: \$100 per order
- E. A special handling charge of \$100 will be applied to orders requested to be shipped on the same day they are entered. All same day shipping orders must be received before 12:00 p.m. EST. This charge is not refundable.
- F. Exchange Plan: Orders must specify "Exchange Plan" to qualify for credit or exchange price. When the item offered on the Exchange Plan is shipped after receipt of the core at the TechnipFMC Erie Operation, the item will be invoiced at the exchange price as shown in the price list and indicated by the "E1" or "001" in the part number. If necessary, exchange items can be ordered prior to the return of the core. The TechnipFMC invoice will then be at the new equipment price. A credit for the difference between the new and exchange price will be issued provided that the core is received at the TechnipFMC Erie Operation within 60 days from the date of invoice. The Exchange plan is based on the assumption that returned cores can be rebuilt by replacing worn or damaged parts. If parts are missing, a charge for their replacement will be made in addition to the exchange price. Any deviation to this policy must be approved in writing and attached to the purchase order.
- G. Invoices will reflect prices in effect at time of shipment.
- H. TechnipFMC Measurement Solutions, Inc., reserves the right to delete or substitute any part included in this price list without advanced notice.

Shipping Terms, Shortages, and Damaged Goods

- A. Shipping terms are f.o.b. point of shipment. Freight shipments will be made collect unless otherwise specified on your order. Transportation charges for prepaid shipments will be included on our invoice.

- B. Please carefully check merchandise immediately on receipt and report errors to us at once. If received in bad condition or in event of shortage, please note this fact on carrier's receipt and make a claim to carrier promptly. Although our responsibility ceased upon delivery of goods to the carrier in good condition, we will assist in any way possible in collecting your claim from the carrier.

Parts Returns and Cancellations

- A. Do not return new merchandise for credit without a valid Return Material Authorization (RMA) (see RMA Policy FMSM053). A re-stocking charge of 20% will be made for handling returned merchandise when your order was correctly filled.
- B. Orders for materials which necessitate fabrication to your specifications or dimensions are not subject to cancellation after fabrication has begun, or to return after shipment is made.
- C. All defective parts covered by our warranties should be returned to TechnipFMC Measurement and Production Solutions, Inc., 1602 Wagner Avenue, Erie, Pennsylvania 16510, prepaid and insured and accompanied by a properly completed RMA.

All returned material must be drained and neutralized of any existing product and shipped in accordance with all United States state, federal, and EPA regulations.

Declaration of Hazardous Material and Decontamination

***** PLEASE FILL OUT COMPLETELY FOR SAFETY PURPOSES*****

Company Name:	RMA Number:
Contact Name:	Telephone:
Street Address:	Fax:
City, State, Zip:	E-Mail:

Dear Customer,

For the safety of our employees and to comply with both DOT and OSHA regulations, please complete this form before returning any equipment or materials to the factory.

Please reference the RMA number on all paperwork and clearly mark this number on the outside of the package. Attach this form, along with the respective Material Safety Data Sheets (MSDS), shipping documents, and applicable handling instructions to the outside of the package. Please fill out this form in its entirety. Incomplete forms may result in delays or refusal of the package at our facility.

Process Medium:	Concentration:	Hazardous: <input type="checkbox"/> Yes <input type="checkbox"/> No
Cleaning Chemicals:		

A MSDS must be provided if the equipment has been exposed to any hazardous substance prior to or during the cleaning/ decontamination process. Decontamination does not negate the need to supply the respective MSDS documentation.

Check all that apply:

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> Flammable  | <input type="checkbox"/> Explosive  | <input type="checkbox"/> Caustic  | <input type="checkbox"/> Poisonous  |
| <input type="checkbox"/> Radioactive  | <input type="checkbox"/> Biological Hazard  | <input type="checkbox"/> Harmful to Health  | |

Base Model Number of Equipment:	Serial Number:
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A valid RMA is required for any material being returned to TechnipFMC.

Contact TechnipFMC for shipping address and instructions.

844-798-3819

ms.responsecenter@technipfmc.com

I hereby certify that the returned equipment has been cleaned and decontaminated according to good industrial practices and is in compliance with all regulations. This equipment poses no health or safety risks due to contamination.

Date

Authorized Signature

Core Evaluation Grade	TechnipFMC Criteria	**Credit % based on Customer Net Pricing**	Credit Awarded (%)
Grade A	<ul style="list-style-type: none"> • Complete product is delivered to TechnipFMC for review (<u>this means equipment was not previously torn down or parts removed prior to delivery</u>). • Images of equipment are communicated ahead of time (or) Field Service Technician visits site and reviews equipment (or) full communication of the equipment is relayed to the Remanufactured Equipment representative and documented in written detail regarding the condition of the equipment without pictures prior to the product arriving at TechnipFMC’s facilities. • Equipment arrives at TechnipFMC properly packed, cleaned and fully operational. • PD and/or Turbine equipment is in top operational condition with minimal or no cleaning required and only calling for standard replacement parts. <ul style="list-style-type: none"> • Standard replacement parts include: <ul style="list-style-type: none"> • PD: Bearings, some Blades, O-rings, some Couplings, Calibrators, some Packing Glands, some Shafts, Bushings, Springs, Screws. • Turbine: Pickup coils, Gaskets, Preamplifiers. 		10%
Grade B	<ul style="list-style-type: none"> • Complete product is delivered to TechnipFMC for review (<u>this means equipment was not previously torn down or parts removed prior to delivery</u>). • Images of equipment are communicated ahead of time (or) Field Service Technician visits site and reviews equipment (or) full communication of the equipment is relayed to the Remanufactured Equipment representative and documented in written detail regarding the condition of the equipment without pictures prior to the product arriving at TechnipFMC’s facilities. • Equipment arrives at TechnipFMC properly packed, cleaned and is operational but does not operate smoothly indicating there is parts out of tolerance. • PD: Equipment requires more than standard replacement parts including reworking or replacing the rotor/blade assembly. • Turbine: Equipment requires more than standard replacement parts and equipment requires rotor or stator rework. Equipment requires new Junction boxes, PA-6’s, Coils. <ul style="list-style-type: none"> • Note: Housings and straightening plate must be reusable. • Valve: Equipment is returned with a good body. 		8%
Grade C	<ul style="list-style-type: none"> • Complete product is delivered to TechnipFMC for review (<u>this means equipment was not previously torn down or parts removed prior to delivery</u>). • Images of equipment are communicated ahead of time (or) Field Service Technician visits site and reviews equipment (or) full communication of the equipment is relayed to the Remanufactured Equipment representative and documented in written detail regarding the condition of the equipment without pictures prior to the product arriving at TechnipFMC’s facilities. • Equipment arrives at TechnipFMC properly packed, cleaned and is not functional. • PD: Equipment requires significant amount of rework and/or a large amount of replacement parts including reworking/replacing the mech body, mech cover, housings, rotor/blade assembly, block. <ul style="list-style-type: none"> • Note: large components are not broken. <ul style="list-style-type: none"> • This includes blades, rotors, and cinch bolts that connect the block. • Turbine: Equipment requires new rotor, shaft, and/or stators. 		5%
Grade D	<ul style="list-style-type: none"> • Product delivered with improper packaging and is not cleaned prior to delivery. • No communication was relayed regarding what is to be received by TechnipFMC. • PD and/or Turbine equipment is deemed “unworkable.” This means equipment is damaged beyond repair, there is excessive wear throughout the product, or product is returned missing components. • Valve: Equipment is returned with an unworkable body or is an incomplete unit. 		2%

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