



Return Material Authorization Form

Magnetek – Elevator Products Division Authorized Return/Repair Center N49 W13650 Campbell Drive, Menomonee Falls, WI 53051 Phone: 800-236-1705; Fax: 262-790-4142 www.elevatordrives.com	RMA #: <hr/> REPAIR PO NUMBER: <hr/> ORIGINAL PO NUMBER: <hr/> REPLACEMENT SO NUMBER: <hr/> ORIGINAL MAGNETEK ORDER NUMBER:
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Customer Instructions:

- Repair
 Quote Before Proceeding
 Failure Analysis Requested (Quoted)
 Shipping Damage
 Return for Credit New Drive (15% restocking fee – *new* indicates drive **has not been powered up and is a current production product** and Return is requested within 60 days of Magnetek having shipped the drive)
 Return for Credit Used Drive (35% restocking fee plus repair fee – *used* indicates drive **has been powered up and is a current production product** and Return is requested within 60 days of Magnetek having shipped the drive)

Note: All material sent to Magnetek is subject to the Magnetek Repair Policy. Please see WI-General RepairPlcy for detailed information. Contact Magnetek Elevator Division Sales for a copy of WI-General RepairPlcy.

Customer Contact Name:	Customer Bill To Name / Location:	Ship To Address:
Customer Phone Number:		
Customer Fax:		
Customer Email:		Shipping Instructions:

*******REASON FOR RETURN*******

When did Failure occur?
 During OEM Factory Test
 Field Start-Up
 During Normal Service

Please provide detailed information on the failure:

Examples: Detail any troubleshooting techniques. Detail any faults displayed. Detail any Magnetek involved (date spoken to Magnetek representative/ name of representative). Describe any physical damage. Detail information on a replacement unit.

Date:	Magnetek Part Number:	Serial Number	Time in Service
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*******IMPORTANT*******

OFFICE USE ONLY:

- Magnetek accepts NPF risk** (*Communication has occurred with Magnetek Technical Support and Magnetek agrees that all the necessary troubleshooting has occurred and will accept the risk of no problem being found.*)
 Customer accepts NPF risk (*Missing/unclear data or additional troubleshooting could occur. Customer accepts the risk of \$200 no problem found fee (NPF)*)

Reviewed by Magnetek Applications Engineer: _____ **Date:** _____

Note: Request to change ownership of the NPF risk must occur within **seven (7)** business days or before the item is received by Magnetek, whichever occurs first.

- WITHIN WARRANTY PERIOD (WARRANTY PENDING)
 NOT WITHIN WARRANTY PERIOD (NON WARRANTY)