

# Technical Service Bulletin 110

## Return Merchandise Authorization Procedure (RMA)

Customers may wish or may have been instructed by LG Chem / LG NanoH<sub>2</sub>O to return product for testing and evaluation, or in support of a warranty claim. The following procedure is provided to assist in the processing of a warranty claim or in the return of merchandise for any other reason.

Prior to returning the merchandise for testing or evaluation, please complete the Request for Return Merchandise Authorization Form (see copy at the end of this bulletin, or download directly from the web at [www.LGwatersolutions.com](http://www.LGwatersolutions.com)) and email the completed form to the email corresponding to your region:

Region	E-mail
Americas	<a href="mailto:nasales@lgchem.com">nasales@lgchem.com</a>
Europe, Africa	<a href="mailto:eumanasales@lgchem.com">eumanasales@lgchem.com</a>
Middle East, Egypt	<a href="mailto:mesales@lgchem.com">mesales@lgchem.com</a>
Korea	<a href="mailto:krsales@lgchem.com">krsales@lgchem.com</a>
China	<a href="mailto:cnsales@lgchem.com">cnsales@lgchem.com</a>
India	<a href="mailto:insales@lgchem.com">insales@lgchem.com</a>
Southeast Asia	<a href="mailto:seasales@lgchem.com">seasales@lgchem.com</a>

You will receive a Return Merchandise Authorization (RMA) number by email within 48 hours after submission of your form. The RMA number **MUST** appear on your shipping documents to ensure that your merchandise is accepted for delivery and routed to the proper department for processing and evaluation. Delivery will be refused for merchandise received without a clearly identifiable RMA number.

Merchandise should be shipped to LG Chem / LG NanoH<sub>2</sub>O as soon as possible following receipt of an RMA number. This helps to ensure that the membrane element condition and performance properties do not change as a result of prolonged storage. Merchandise must be received by LG Chem / LG NanoH<sub>2</sub>O within 30 days (for domestic shipments) or 60 days (for international shipments) from the date the RMA number is issued. Failure to comply with this requirement may void any warranty claim.

Merchandise should be prepared for shipment and packaged in accordance with the Packing and Shipping Requirements detailed below.

**DO NOT RETURN MERCHANDISE UNTIL YOU HAVE RECEIVED WRITTEN  
AUTHORIZATION AND A VALID RMA NUMBER FROM LG NANOH<sub>2</sub>O**

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### Packing and Shipping Requirements:

- Prior to shipment, membrane elements should be flushed with RO permeate for a minimum of thirty minutes at pH 6-8 to ensure that any liquid contained in the elements is not hazardous and the merchandise can be safely shipped and handled upon arrival at LG Chem / LG NanoH2O facility.

### **LIQUIDS CONTAINING STRONG ACID OR ALKALI CLEANING SOLUTIONS ARE CONSIDERED TO BE HAZARDOUS FOR TRANSPORT AND MUST BE REMOVED PRIOR TO SHIPMENT.**

- Prior to shipment, membrane elements should first be preserved in accordance with LG Chem's membrane elements storage procedures (see "Receipt of Elements and Short-Term Storage – TSB 101")
- Prior to shipment, membrane elements should be sealed in a leak-proof polyethylene bag and packed in an appropriate cardboard container to keep product hydrated and to protect product from physical damage during shipment.

### **DURING SHIPMENT, PRECAUTIONS SHOULD BE TAKEN TO ENSURE THAT MEMBRANE ELEMENTS ARE PROTECTED FROM FREEZING OR PROLONGED EXPOSURE TO TEMPERATURES EXCEEDING 40°C (104°F).**

Please ship product to the following address:

LG Chem Cheongju Plant, RO Filter QA Team  
39, Baekbong-ro, Heungdeok-gu, Cheongju-si,  
Chungcheongbuk-do, 28441, Republic of Korea.

Attention: YunBum Chung  
Phone: +82 43 261 9973  
Email: [ybchung@lgchem.com](mailto:ybchung@lgchem.com)

RMA #: \_\_\_\_\_



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### Warranty Claim Validation Procedure

Product submitted under a warranty claim will be evaluated as follows:

#### 1. Initial Element Inspection

- An initial visual inspection will be conducted of the core tube, anti-telescoping device, and element outer wrap to determine if element components have been damaged due to improper handling, installation or operation.
- The element will be weighed to determine if it has excessive weight, which would indicate fouling or scaling.
- If the element fails to pass either of the inspections above, it will not be approved for warranty replacement.
- A vacuum and/or air test will be performed on the element to determine if the element has a mechanical leak. Elements failing the vacuum and/or air test will be autopsied to determine whether the leak is covered under the applicable workmanship and materials warranty or was caused by improper use, operation or maintenance.
- Elements passing the initial inspection will be wet tested to determine current performance.

#### 2. Element Wet Test:

- The element will be wet tested to determine current salt rejection and permeate flux under standard test conditions.
- The wet test data will be compared with performance data at the time of the initial shipment, ex-factory, and with warranted performance values.

#### 3. Determination

- Elements found to be in accordance with warranted performance will be returned to the Customer "freight collect" and the Customer will be billed a \$250 (USD) evaluation fee for each element returned.
- Elements found to be defective in regards to workmanship or materials will be replaced at no cost to Buyer, subject to the applicable warranty terms and conditions.
- Elements found to be performing below warranted performance with respect to salt rejection, permeate flow or both, will be replaced at no cost to Buyer, subject to the applicable warranty terms and conditions.



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### General Conditions

Unless other prior arrangements have been made with LG Chem, Customer is responsible for all shipping charges of returned product. No product will be accepted for evaluation unless returned freight is prepaid. If requested, Customer will issue a valid purchase order number to LG Chem covering all work to be performed, including all analytical work, prior to any work being performed by LG Chem.

Should examination of returned merchandise result in a finding that failure **WAS NOT** caused by defect in manufacturing, workmanship or material, merchandise shall be returned to Customer "freight collect" and Customer will be billed \$250 (USD) per membrane element evaluated.

Should examination of returned merchandise result in a finding that failure **WAS** caused by a defect in manufacturing, workmanship or material, replacement merchandise will be shipped to the Customer free of charge. Please review your warranty for the terms and conditions applicable to your purchase.

All terms, conditions and specific remedies set forth in the Customer's applicable warranty shall apply in the processing of all warranty claims. For further questions, please contact LG Chem through the corresponding email address listed above.

The information and data contained herein are deemed to be accurate and reliable and are offered in good faith, but without guarantee of performance. LG Chem assumes no liability for results obtained or damages incurred through the application of the information contained herein. Customer is responsible for determining whether the products and information presented are appropriate for the customer's use and for ensuring that customer's workplace and disposal practices are in compliance with applicable laws and other governmental enactments. Specifications subject to change without notice. NanoH<sub>2</sub>O is the Trademark of LG Chem. All rights reserved. © LG Chem, Ltd.

#### Contact Us

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• Korea +82 2 6924 3943 • China +86 21 60872900 • India +91 9810013345 • South East Asia +65 9749 7471

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NanoH<sub>2</sub>O™

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## Return Merchandise Authorization Procedure (RMA)

### Request for Return Merchandise Authorization Form

Date: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Original Purchase Order #: \_\_\_\_\_

Original Purchase Date: \_\_\_\_\_

Plant Location/Shipping From: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Merchandise Being Returned (Model #): \_\_\_\_\_

Quantity Being Returned: \_\_\_\_\_

Date Merchandise was first put into service: \_\_\_\_\_

Reason For Return (please state whether this is related to a warranty claim, fouling analysis, cleaning study, over-stocking, etc.):  
\_\_\_\_\_  
\_\_\_\_\_

Evaluation and/or testing services requested: \_\_\_\_\_  
\_\_\_\_\_

Purchase Order number covering requested services (if applicable): \_\_\_\_\_

Have the elements been exposed to hazardous materials or substances? ☐ Yes ☐ No

If yes, what materials or substances was the element exposed to? \_\_\_\_\_

What was the feedwater source? \_\_\_\_\_

Additional Comments: \_\_\_\_\_  
\_\_\_\_\_

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Commercial Invoice

<b>Sender:</b>  <b>Email Address:</b> <b>Phone Number:</b>			<b>Recipient:</b> LG Chem Cheongju Plant, RO Filter QA Team 39, Baekbong-ro, Heungdeok-gu, Cheongju-si, Chungcheongbuk-do, 28441, Republic of Korea Attn: YunBum Chung  <b>Email Address:</b> ybchung@lgchem.com <b>Phone Number:</b> +82-43-261-9973 <b>Tax Id/VAT/EIN#:</b> 107-81-98139			
<b>Invoice Date:</b>			<b>Invoice Number:</b>			
<b>Waybill Number:</b>			<b>Sender's Reference:</b>			
<b>Carrier:</b>			<b>Recipient's Reference:</b>			
<b>Quantity</b>	<b>Country of Origin</b>	<b>Description of Contents</b>	<b>Harmonized Code</b>	<b>Unit Weight</b>	<b>Unit Value</b>	<b>Sub Total</b>
		FILTERING MACHINERY KLSGR0844952				
<b>Total Net Weight: ()</b>		<b>Total Declared Value: (USD)</b>				
<b>Total Gross Weight: ()</b>		<b>Freight &amp; Insurance Charges: (USD)</b>				
<b>Total Shipment Pieces:</b>		<b>Other Charges: (USD)</b>				
<b>Currency Code:</b>		<b>Total Invoice Amount: (USD)</b>				
<b>Type of Export:</b>			<b>Terms of Trade:</b>			
<b>Reason for Export:</b>						
<b>General Notes:</b>						

The exporter of the products covered by this document declares that, except where otherwise clearly indicated, these products are of Korea, Republic Of preferential origin.  
I/We hereby certify that the information on this invoice is true and correct and that the contents of this shipment are as stated above.

Name:

Position in Company:

Company Stamp:

Signature: