

Instructions for reporting possible “defective” product received from Airgas Refrigerants, Inc.

Many of the refrigerant cylinders and drums Airgas supplies to its customers originate from the major U.S. refrigerant manufacturers. As in every manufactured/assembled product there is always a small percentage of defective goods and our industry is no different in this respect. All possible defective product is subject to an inspection by its appropriate manufacturer or Airgas. The procedure below will allow us to properly inspect and verify your claim of defective product.

If you believe you have received defective product from our company please follow the instructions listed below. Please have the following information available before you proceed:

- | | | |
|--------------------|-----------------------------|-------------------------|
| • Refrigerant type | • Location of product | |
| • Refrigerant size | • Cylinder Serial Number | • Description of defect |
| • Brand name | • Date received from Airgas | |

- 1) Call 1-800-473-3766 and ask for the Defective Cylinder Department.
- 2) Please have the cylinder/drum information (listed above, in bold) ready and specify if you would like product replaced or your account credited, once product has been inspected.
- 3) You will be faxed or emailed a form to complete and return immediately via fax to (718) 392-9893 or email to ARF-Defectives@Airgas.com. We will process your claim as soon as this completed form is received by our Defective Cylinder Department.
- 4) You will be issued a claim number (a replacement cylinder, if requested will be shipped as soon as the claim is issued).
- 5) You will be mailed a package containing a disposition letter with further instructions, along with the cylinder identification tags and proper shipping label for returning product to the appropriate refrigerant manufacturer or an Airgas Plant.
- 6) Upon receipt of the above package please call 800-473-3766, and ask for the Defective Cylinder Department to arrange for a freight carrier's pick up of product.
- 7) After pick up of product by the freight carrier, you **must** then fax a copy of the **signed** bill of lading including pro number to (718) 392-9893 or scan and email to ARF-Defectives@Airgas.com.
- 8) Upon receipt of product at either a manufacturers' facility or an Airgas Plant the product will be inspected for defect. Airgas Refrigerants' Defective Cylinder Department will be notified of the results of the inspection and credit will be issued accordingly.

Note regarding claims of cylinders received empty or light weight. All manufacturers' as well as Airgas Refrigerants, Inc. ship their cylinders with the valves sealed with a protective shrink wrap. No claims for empty or light weight material will be considered unless the seal is intact at the time of its return for inspection.

Notification of possible “defective” material

Airgas Refrigerants, Inc.
38-18 33rd Street
Long Island City, NY 11101

Fax to: (718) 392-9893 or scan and
email to: ARF-Defectives@Airgas.com

Attention: Defective Cylinder Department

Please accept this letter as our notification of the receipt of “possible defective” material received from your company.

_____ (____ #).
(quantity) (brand name) (refrigerant type) (serial #) (size)

_____ (____ #).
(quantity) (brand name) (refrigerant type) (serial #) (size)

Description of Defect (*please check one*):

- Empty Partial Defective Stem Defective Valve/Handle
 Off spec (must supply lab report with this form or explain how material is “Out of Spec”)

Comments: _____

Other: _____.

IS VALVE SEAL INTACT? (<i>must check one</i>)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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This product was received on _____, Airgas invoice # _____,
and P.O. # _____. (date)

We would like this material:

- replaced and shipped to _____ (location)
 credited to our account.

This form was completed by:

(company name and location)

(name and title)

(telephone)

(signature)

(fax)

(date form complete)