

## IONPURE® Power Components Return Policy

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G2 Power Controller and Display Warranty Exchange process (Rev. July 2014)

G2 Power Controller and Display warranty exchange process will begin with a customer filed RMA (Return Material Authorization). If within Warranty period, a return authorization will be provided with shipping instructions to return the faulty unit to the factory to have replacement component provided.

Replacement components will carry a 1 year workmanship warranty.

### Option # 1 – Customer Ordered Replacements

Customers with faulty or damaged product should use the following process:

1. Contact your local Ionpure technical sales manager or [IONPURE@evoqua.com](mailto:IONPURE@evoqua.com) to request an RMA. Please ensure you have the following information
  - **Model #**
  - **Serial #**
  - **Original Purchase Order # or Invoice #**
2. Customer to issue a Purchase Order (PO) for a replacement controller
  - Refurbished available at customer request and Dependent upon factory availability.
3. **The replacement component will be shipped.**
4. Faulty or damaged components must be returned to the factory
  - Clearly Marked Packaged with RMA #
  - Packaged with completed RMA form
5. Upon receipt to the factory the PO will be credited back the price of the replacement.
6. If the unit is not returned, customer will be invoiced based on their existing payment terms.

### Option #2 – Factory Refurbished Replacement

Customers with faulty or damaged product should use the following process:

1. Contact your local Ionpure technical sales manager or [IONPURE@evoqua.com](mailto:IONPURE@evoqua.com) to request an RMA. Please ensure you have the following information
  - a. **Model #**
  - b. **Serial #**
  - c. **Original Purchase Order # or Invoice #**
2. Faulty or damaged components must be returned to the factory
  - a. Clearly Marked Packaged with RMA #
  - b. Packaged with completed RMA form
3. The factory to conduct initial check, and identification.
  - a. If it is obviously that failure is due to misuse by the user then no replacement will be provided.

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4. A factory refurbished replacement component will be shipped free-of-charge (FOC). Ionpure is discontinuing the Evaluation process. Customers will not be informed of the reason for product failure.

If the customer has a pattern of repeated failures, excess use or abuse of this return policy, the Ionpure Sales organization will engage with that specific customer to resolve the situation.

Please contact your Ionpure sales manager for new and refurbished component pricing.

Legacy Power Components return process

The repair process will begin with a customer purchase order (PO) for a board evaluation fee of US\$100. Credit and board repair will be based on the following criteria:

Condition	Action
Power Board is damaged and covered under warranty	Power Board is repaired or replaced free of charge. Credit can be applied if advanced replacement is required.
Power Board is repairable but damage is not covered under warranty or warranty expired	<p>If customer approves repair:</p> <ul style="list-style-type: none"> <li>- Customer will be charged the repair price</li> <li>- Evaluation fee will be absorbed into the cost of the repair</li> </ul> <p>If customer does not approve repair:</p> <ul style="list-style-type: none"> <li>- Customer will be charged the evaluation fee</li> </ul>
Power Board is not repairable and not covered under warranty	Customer is charged the evaluation fee

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Power Control Board	New OEM Pricing	Repaired OEM Pricing
IP-200VPCB	\$855	\$285
IP-400VPCB	\$917	\$307
IP-600VPCB	\$978	\$326
IP-600VPCB-CE	\$1,466	\$489
IP-60020VPCB	\$2,686	\$896
IP-60020VPCB-CE	\$3,297	\$1,099

Display Board	New OEM Pricing	Repaired OEM Pricing
IP-DSP1	\$611	\$204
IP-DSP8	\$1,527	\$510
IP-DSP1P	\$734	\$245
IP-DSP8P	\$1,943	\$649