

Material Return Information Form

The Material Return Information Form *must be completed* for the part being returned for warranty consideration and must be received no later than 30 days after the issuance of the RMA for warranty consideration. Otherwise, parts will be invoiced.

Submit the Material Information Form along with the Return Material Authorization (RMA) that is issued by a Racine Railroad customer service agent when ordering the part.

This form is also available on the RRP website www.racinerailroad.com on the customer log in page.

A complete description of the failure must be included on the form. Note fault messages that may be displayed on the operator's display screen, also note flashing LED patterns for electronic equipment (MURR Blocks) as the pattern is an indication of the failure.

Emailed the completed Material Information Form to mbarbeau@racinerailroad.com.

Date:		RMA Number:		
Gang #:		Warranty Claim:	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Equipment Model:		Customer Unit Number:	
Machine Serial Number:		Machine Hours:	
Left Workhead Cycles:			
Right Workhead Cycles:			

Point of Contact:		Phone #:	
Part Number:		Serial #:	
Part Description:			

Description of Failure or Defect (add photo to emails or attach as necessary):

Note any flashing LED's, Murr Block faults, or fault messages. The more detailed, the better.

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