

FORCE FLOW

COMMITTED TO CUSTOMER SERVICE & PRODUCT SUPPORT

From the initial writing of a specification through the installation and operation of the equipment, 100% satisfaction is our goal. At Force Flow, we know that a superior customer service and support team is crucial to the success of our company.

PERFORMANCE GUARANTEE

With the purchase of every Force Flow product comes our Performance Guarantee. Under the Performance Guarantee, if within 30 days of its original installation you are not completely satisfied with the performance of your Force Flow product, you may return it for a full refund or apply the original purchase price as credit towards an exchange for a more suitable product if available. To qualify for refund or exchange under the Performance Guarantee, contact your local Force Flow distributor or factory. Factory must issue a Return Merchandise Authorization (RMA#) before equipment is returned to factory.

ECHO-SCALE™ ULTRASONIC SENSOR

Force Flow warrants all Echo-Scale™ ultrasonic sensor models against defects and workmanship under normal use for a period of THREE (3) YEARS from the date the product ships from Force Flow. If a defect arises and a valid claim is received within the warranty period, at its option, Force Flow will either (1) repair the defective equipment at no charge, or (2) exchange the product with a product that is new or (3) refund the purchase price of the product. All warranty claims must be returned to factory. Contact factory for Return Merchandise Authorization (RMA#).

TECHNICAL & APPLICATION SUPPORT

Force Flow factory engineers have strong technical backgrounds with many years of chlorine and chemical feed application experience. If you require technical information, application support or help with a custom project, please contact an application engineer on our HELP HOTLINE 1-800-893-6723 USA/Canada or email info@forceflow.com. Also, see our website at www.forceflowscales.com.

SERVICE

Our policy is to get all repairs, warranty work and retrofits completed and shipped within 48 hours of their arrival at the factory. Trained technicians and a large parts inventory make this happen. We understand that there is nothing more frustrating than sending something back to the manufacturer and wondering when you will see it again. 2-Day turnaround on repairs-- that is our policy! For prompt service, call our TOLL FREE HELP HOTLINE at 1-800-893-6723.

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