



## RGAs Claim Form

Please fill out both pages and email the completed form to [technicalsupport@viqua.com](mailto:technicalsupport@viqua.com) for processing.

Sensor Failure Claim:	Flow-Meter Failure Claim:
Reference case number: _____	Reference case number: _____
Sensor part number: _____	Flow-Meter part number: _____
Sensor serial number: _____	Serial number: _____
Purchase date: _____	Purchase date: _____
Symptom: _____ _____	Symptom: _____ _____
Was the quartz sleeve cleaned? Yes / No	Is the piping going into the flow-meter 1" in diameter? Yes / No
Was the sensor tip soaked in de-scaler for 30 minutes? Yes / No	Is there a minimum of 10" of straight piping before the flow-meter? Yes / No
Was a dry test completed? Yes / No	Controller part number used with flow-meter: _____
Was the sensor still in alarm during dry test? Yes / No	Controller serial number: _____
Controller part number used with sensor: _____	Was a replacement part installed? Yes / No
Alarm on controller: _____	Did it fix the problem? Yes / No
Controller serial number: _____	
Was a replacement part installed? Yes / No	
Did it Fix the problem? Yes / No	
Replacement part number: _____	
Replacement part serial number: _____	

**Dealer Contact information**

Company Name: \_\_\_\_\_

VIQUA Customer ID: \_\_\_\_\_

Branch Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number: \_\_\_\_\_

**Requested compensation (please check one)** Credit Replacement

For additional assistance or for a case number, please contact VIQUA's Technical Support Team while on site at **1-800-265-7246 EXT 335**. You can also email the Technical Support Team at **[technicalsupport@viqua.com](mailto:technicalsupport@viqua.com)**