

RMA#
(If applicable)



CUSTOMER SUPPORT FORM

Telephone:(610)-954-8480
Fax: 888-500-2907

To expedite your product repair, please follow these steps:

EcoTech Marine
1349 Lynn Ave.
Bethlehem, PA 18015

- 1 No pre-authorization is necessary to return a product for repair.
- 2 Complete this form online, and include a printed copy with your return.
- 3 For warranty service (pumps less than one year old), enclose a copy of your sales receipt with your return. If you cannot provide a receipt, please try to obtain one from your authorized EcoTech seller. If a copy of the original purchase receipt is not available, your warranty will be based upon your pump's serial number which is located upon the left side of the driver box. If any charges will apply to your service request, we will contact you with these charges prior to authorizing any repairs. Return Shipping will be included free-of-charge for warranty service.
- 4 For out-of-warranty service (pumps older than one year old), please include credit card payment information on this form. EcoTech Marine will contact you prior to authorizing any repairs or servicing your pump. These charges will include return shipping.

5 Ship to: **EcoTech Marine
ATTN: SERVICE
1349 Lynn Ave.
Bethlehem, PA 18015**

After removing the pump from the aquarium, place the pin spacer back on the dry side of the pump in its "storage" setting. Also, rinse off the wet side of the pump in freshwater and dry it thoroughly and pack the wet side within a plastic bag separate from the other components to avoid causing moisture damage during transit. EcoTech Marine will not be held responsible for any damages due to moisture or improper shipping. We recommend that you ship the unit insured and with a tracking number.

CUSTOMER INFORMATION - please fill out completely

Name: _____ Phone #: _____
 Email: _____
 Mailing Address: _____ Apt.#: _____
 City: _____ State: _____ Zip: _____
 Vendor Name: _____ Vendor Location: _____

NOTE: ECOTECH WILL NOT SHIP TO P.O. BOX ADDRESSES

PRODUCT INFORMATION - What product are you returning for service

Model Number	Serial # *	Problem	Date of Purchase

*Serial number located on the left side of the driver box

Please check all that apply

- The driver powers on but the propeller does not spin.
- The green light on the power supply does not light up.
- The green light on the power supply is on but the LED on the driver does not light up.
- When trying to move the propeller by hand it does not budge and seems very tight.
- The driver is blinking/flashing different colors but the pump does not start. (Please indicate what colors the driver is blinking)

The pump falls off the aquarium periodically. (Please fill out how often)

- There is an excessive rattling noise coming from the wet side of the pump.
- There is an excessive motor noise coming from the dry side of the pump.
- Other: _____

Credit card info for out of warranty pumps

Billing Address: _____

 City: _____ State: _____ Zip Code: _____
 Type of Card: Visa Mastercard
 Cardholder Name: _____
 Account No: _____ V-Code: _____
Last 3 digits on the back of Visa/MC
 Expiration Date Mo: _____ Year: _____