

Serv-A-Pure Exchange Tank Deionization (DI) Program

Requirements for Exchanging a DI Tank

- 1) Initial DI Tank Must have Been Purchased from Serv-A-Pure Company
- 2) Returned DI Tank must contain all DI resin media that was originally shipped. It also must contain all fittings that it was originally shipped with, along with installed water caps and plugs to keep from leaking while in transit.
- 3) DI Tank Must NOT have been used on or filtered anything other than potable water. Can not be used on wastewater, chemicals, non-potable water, or anything other than a potable water source.
- 4) Returned DI Tank must be in reasonable condition. Must not have any holes or cracks. Must have no more than small marks and scuffs from normal wear-and-tear. If in doubt of level of damage, take picture of damage and e-mail pictures to orders@servapure.com
- 5) A Returned Material Authorization (RMA) number is required before sending anything back to Serv-A-Pure Company.
- 6) An RMA can only be issued within 60 days of a New DI Tank Purchase Only, to give a core charge back on a spent DI Tank.
- 7) Return must be made in a way so the tank is not damaged in transit, typically it is best to return the DI Tank in the same shipping box the new DI tank was delivered in.
- 8) Core charge schedule is as follows:

DI Tank Size	Core Refund Amount	Return Shipping Paid By
618 (0.25 CF)	\$50	Serv-A-Pure Co.
818 (0.44 CF)	\$60	Serv-A-Pure Co.
635 (0.6 CF)	\$80	Serv-A-Pure Co.
835 (1.0 CF)	\$110	Serv-A-Pure Co.
844 (1.25 CF)	\$140	Serv-A-Pure Co.
1447 (3.75 CF)	\$420	Customer (via LTL)

To initiate a return for a Core Refund

Please call 1-800-338-4905 or 989-892-7745 Monday-Friday 8AM-5PM EST or e-mail orders@servapure.com and instructions will be given to you along with a return shipping label, if applicable.