

# FUMIGATION FAX

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## Returning Cylinders

Efficient use and expeditious return of cylinders allows GLCC to perform preventive maintenance and reconditioning on our cylinders to make them available for your next order. While our top quality objective is to keep the cylinders in optimum working condition, there may be a problem with a cylinder in the field. We need your help to make us aware of these problems so we can investigate and correct the situation.

The key to understanding the problem is to collect as much information as we can about the problem that you encountered. Many of you are already using our special Cylinder Return form to collect information specifically for these situations. This multi-part form comes with instructions for the notification and return of problem cylinders. If you're not using this form already, call us at 800-378-9451 to request forms.

The Cylinder Return form includes a bright yellow self-adhesive sticker portion to be attached to the problem cylinder when it is returned. This makes it easy for the plant personnel to identify the cylinder on receipt. To help us begin an immediate investigation of the problem, we ask that you also fax a copy of the return form to our Customer Service Department. Details are outlined on the Cylinder Return form. Your fax will start our official investigation report using the information you provide.

To help in tracking problem cylinders, please write the cylinder serial number on the return form along side your description of the problem. This will let us use our cylinder tracking information to help complete the investigation. If your situation is a problem not listed on the form, please write in a description of the problem.

Receipt of this information and completion of an investigation is required to process any credit you may be due from return of the problem cylinder. So, it's very important that you notify us and sticker the cylinder. We appreciate your help returning cylinders and providing information to help us improve the quality of our packaging.

### **ALWAYS READ AND FOLLOW LABEL DIRECTIONS**



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