



Frequently Asked Questions (FAQs) for the RoMate 4" Quick Connect Tank Exchange Program

1. What tanks are included in the exchange program?
 - a. This exchange program is **ONLY** intended for RoMate tanks featuring a 4" Quick Connect drain assembly ("Tank") that have been used in high-pressure commercial applications or which have been serviced.
 - b. The exchange program only includes Tank part numbers listed in the Communication Letter.
2. What should I tell the End User as to why the Tanks are being exchanged?
 - a. Pentair is conducting a voluntary Tank exchange due to a limited number of reports in which the Tank separated from the drain assembly.
3. What does it mean when a tank has been serviced?
 - a. A tank is considered to have been serviced if any work has been performed on the system that involved disconnecting the drain assembly from the tank and reinstalling it, such as in the replacement of an aircell.
4. What type of tanks will be used to replace the targeted Tanks?
 - a. Tanks targeted for exchange will be replaced with like models that feature a drain assembly with a threaded male NPT connection instead of a Quick Connect.
5. When and how will I receive replacement Tanks?
 - a. Your company will be provided a designated amount of Tanks to support the startup of the exchange effort before you start service calls. Upon receipt of the Communication Letter, contact your Sales or Pentair Customer Service Representative and request Tanks as part of this exchange program.
 - b. It is important you mention the 4" Quick Connect Tank Exchange Program to ensure the order is entered properly and you are not charged for Tanks.

6. How do I get reimbursed for labor related to the Tank exchange?

- a. For each Tank provided to a customer, Pentair requires a completed warranty claim. Receipt of a completed warranty claim will result in Pentair giving your company a labor credit and allow the shipment of additional Tanks. Failure to follow the warranty process may result in a denial your claim. The labor credit is intended to cover the cost of exchanging a 4" Quick Connect Tank with a model that features a threaded connection.

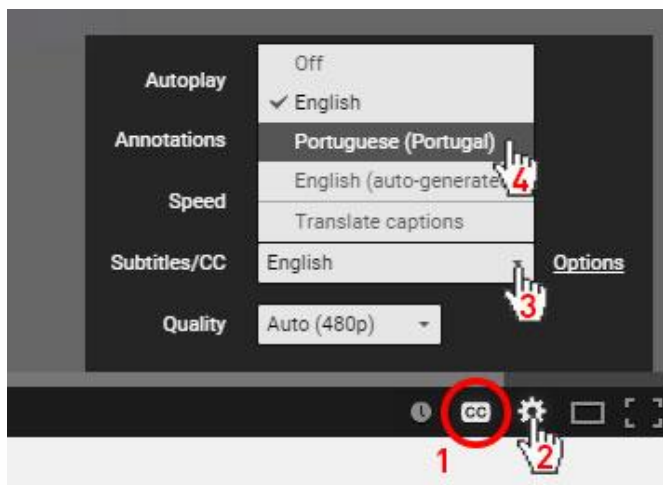
7. What is a warranty claim process?

- a. A warranty claim is the Pentair standard procedure to obtain the benefits warranted in our [Limited Warranty](#). To file a warranty claim, send your Customer Care representative:
 - i. A picture of the 4" Quick Connect Tank label (information on label must be legible)





- ii. The replacement tank installation date
 - iii. The replacement installer's name with service invoice
 - iv. A picture of the crushed air stem to verify that the Tank cannot be reinstalled.
 - b. To crush air stem, remove valve core using a Schrader valve core removal tool. Ensure all air pressure has been relieved from the Tank before removing the tool. Crush empty air stem using wire cutters or pliers.
 - c. Pentair requires a separate warranty claim to be submitted to us for each Tank to be exchanged.
8. Why do I need to submit a warranty claim to get more tanks?
 - a. Pentair wants to ensure that tanks are available to customers based on their replacement schedule. Pentair will be supplying all customers with tanks to go to their first service calls, but require warranty claims to for the next shipments to ensure tanks are actively being exchanged.
 - b. When requesting more tanks, it is important that you mention the 4" Quick Connect Tank Exchange Program to ensure the order is entered properly and you are not charged for tanks.
9. What if I don't use all of the tanks Pentair sent me?
 - a. Customers can either return the tanks to Pentair by requesting a Return Material Authorization (RMA) or they may purchase the Tanks.
 - b. In an effort to maintain a supply of tanks to be available for exchange, if a customer has not provided any warranty claims within three (3) months of receipt of tanks as part of this program, Pentair will request the tanks be returned or offer to debit the customer's account for the cost of the tanks.
10. May I order additional Tanks if I have a very rapid deployment schedule?
 - a. Yes, please contact your customer service representative to request more. When requesting more tanks, it is important that you mention the 4" Quick Connect Tank Exchange Program to ensure the order is entered properly and you are not charged for tanks.
11. Where can I get more information about exchanging Tanks?
 - a. In addition to this FAQ, Pentair has provided a Tank Exchange Instruction Sheet that details the proper procedure for exchanging Tanks.
 - b. A video of a Tank exchange illustrating this procedure can be found here:
<https://youtu.be/MPk7LDkG4gg>



- c. If you have any additional questions, please contact your Sales representative.