



**FORCE FLOW**

## **COMMITTED TO CUSTOMER SERVICE & PRODUCT SUPPORT**

*From the initial writing of a specification through the installation and operation of the equipment, 100% satisfaction is our goal. At Force Flow, we know that a superior customer service and support team is crucial to the success of our company.*

## **PERFORMANCE GUARANTEE**

With the purchase of every Force Flow product comes our performance guarantee. If you are unhappy about the performance of one of our products in your chlorination or chemical feed application, you may request a performance guarantee from the selling distributor. Under the performance guarantee, if within 30 days of the original installation you are not completely satisfied with the performance of the Force Flow product, you may return or exchange it for the full purchase price. To qualify, all performance guarantees must be pre-approved by the factory service manager before returning the equipment to the factory.

## **WARRANTY**

Force Flow warrants all scales, ultrasonic sensors and indicators against defects in materials and workmanship under normal use for a period of FIVE (5) YEARS from the date the product ships from Force Flow. If a defect arises and a valid claim is received within the warranty period, at its option, Force Flow will either (1) repair the defective equipment at no charge, or (2) exchange the product with a product that is new or (3) refund the purchase price of the product. All warranty claims must be returned to factory. Contact factory for Return Merchandise Authorization (RMA#).

## **TECHNICAL & APPLICATION SUPPORT**

Force Flow factory engineers have strong technical backgrounds with many years of chlorine and chemical feed application experience. If you require technical information, application support or help with a custom project, please contact an application engineer on our HELP HOTLINE 1-800-893-6723 USA/Canada or email [info@forceflow.com](mailto:info@forceflow.com). Also, see our website at [www.forceflow.com](http://www.forceflow.com).

## **SERVICE**

Our policy is to get all repairs, warranty work and retrofits completed and shipped within 48 hours of their arrival at the factory. Trained technicians and a large parts inventory make this happen. We understand that there is nothing more frustrating than sending something back to the manufacturer and wondering when you will see it again. 2-Day turnaround on repairs--that is our policy! For prompt service, call our TOLL FREE HELP HOTLINE at 1-800-893-6723.

[www.forceflow.com](http://www.forceflow.com) / [info@forceflow.com](mailto:info@forceflow.com)

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