

# Forane® Refrigerants Defective Cylinder Shipping Instructions

## To return a defective Arkema cylinder, follow these steps:

**\*Please note, if cylinders are returned with no malfunction, customer will be charged the return freight cost and restocking fee.**

- 1. Obtain Return Authorization:** Contact Arkema Customer Service at (800) 245-5858, option 3, to get a Return Authorization Number (RA#).
- 2. Required Information:**
  - Arkema Batch Number → Full K Code from side of cylinder (DOT-39).
  - Cylinder Manufacture Number → P or W code on top of the cylinder. (DOT-39 only)
  - On site contact (Name, phone number, and email)
  - Full pickup address
  - Pickup hours
  - Defective description
- 3. Arrange Pickup:** Complete the online form [here](#) to schedule a pickup.
- 4. Verify Shipping Documents:** The vendor will send you a Bill of Lading (BOL) and confirm your pickup details. Ensure the BOL matches your return specifics. If there are discrepancies, contact Arkema Customer Service for corrections before the pickup.
- 5. Compliance and Credit:** Please note that you are responsible to ensure compliance with DOT regulations and failure to comply may result in fines. If you need our assistance with hang tags or stickers, please contact Arkema Customer Service. Credit will be issued based on the number of acceptable cylinders received by Arkema, and only after inspection. Cylinders that are 3+ years old or containing CFCs will not be issued a credit. An RA# is required for credit issuance.

## CYLINDER RETURN PROCEDURE

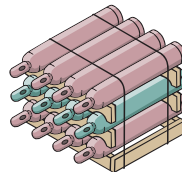
→ Direct any questions regarding the return of cylinders to customer service at (800) 245-5858



**1. Call or email customer service with batch # to get RA#**



**2. Warranty sticker, DOT tag or placard each cylinder**



**3. Prepare cylinders for pick-up:**  
→ Palletize and double band standard cylinders



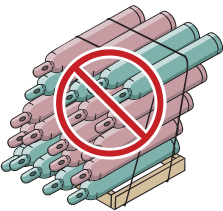
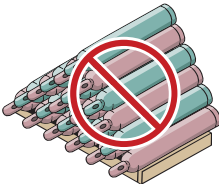


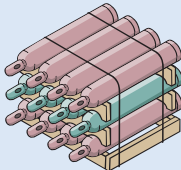
**4. Ship to Arkema**

## DEFECTIVE CYLINDER PREPARATION:

- 1. Prepare Documentation:** Each defective cylinder must include a Return Authorization Number (RA#). Defective DOT-39 cylinders must be in the product carton and defective refillable cylinders must have a DOT tag and product neck label. If you have a Ton cylinder, contact Arkema Customer Service at (800) 245-5858 to obtain the necessary stickers, labels, or placards. It is illegal and unsafe to ship a leaking cylinder.
- 2. Palletizing:** Defective and Deposit Cylinders: Palletize defective cylinders and deposit cylinders together. All cylinders must be palletized and securely banded.
- 3. Reclaim Cylinders:** Do not mix reclaim cylinders with other returns. Reclaim cylinders should be on a separate pallet and accompanied by a distinct Bill of Lading (BOL). Contact Arkema Customer Service at (800) 245-5858 to discuss further.
- 4. Packaging:** Return all disposable cylinders in their original box, placing the Warranty Sticker on top. If you do not have the original box, contact Customer Service at (800) 245-5858 for guidance on using an overpack.
- 5. Loading Instructions:** Return cylinders on a pallet in quantities of either eight (2 rows of 4 cylinders) or twelve (3 rows of 4 cylinders). Do not load more than 12 cylinders per pallet.

DEFECTIVE CYLINDER REQUIREMENTS CONTINUED

6. **Ensure that standard cylinders have valve covers.** Arkema will charge \$62.50 for each cylinder returned without a valve cover.
7. **Ton cylinders must be returned in their cradles;** Arkema will not issue cylinder deposit credit for any Ton returned without the cradle.

UNACCEPTABLE				ACCEPTABLE
				
More than 3-high, unevenly stacked	Triangle stack	Stacked standing upright	Not placing valve cover on all cylinders	<div>→ Max. 12 cylinders per pallet</div> <div>→ 2 or 3 high evenly stacked and banded</div> <div>→ Valve covers on all cylinders</div>

Customer Service: (800) 245-5858  
Technical Service Team: (800) 738-7695  
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Forane® Refrigerants is a registered trademark of Arkema.

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