



## Beverage Systems, Inc.

1404 Old Salisbury Rd  
Statesville, NC 28625  
(609) 882-2100

5/6/15

### COMPANY MEMO - JMS - C300 Refurb tanks - Return Procedure

To all field technicians,

As you know, we have had a rash of bad refurbished C300 tanks sent to us by JM Smuckers. Please make note of the following procedure so we can properly get credit back for the damaged tanks. Please read it carefully and contact me or your manager with any questions.

1. When a tank is received, please write the 4-digit PO# on the box for future reference.
2. Open the box and inspect the tank as soon as it is received.
3. If the tank is found to be leaky or bad at time of receipt or when installed at an account, please text Jim Ossa with the SCF# (JM S event#) and the PO# that the tank was received on. Also text a brief description of what the issue with the tank was.
4. Once I have this information, I will contact JMS and get an RMA# . I will text you the RMA# which is to be written on the box.
5. I will create a FedEx label with the corresponding RMA# and I will send it to your house. Once you receive the FedEx label, attach it to the box and ship back the tank to JMS. **\*\*\*\*\*VERY IMPORTANT: DO NOT SHIP THE TANK BACK USING THE UPS LABEL THAT COMES WITH THE TANK. THIS WILL NOT GENERATE A CREDIT FOR US AND JMS WILL ASSUME THE TANK IS JUST BEING RETURNED NORMALLY\*\*\***
6. Once the tank ships, text a picture of the label to Jim Ossa so we can properly track the part.
7. Failure to follow these steps, may result in the technician being responsible for the replacement value of the tank which is \$195.00.

\*\*\*Please note that this procedure is only for new tanks that are received and fail at time of install. If a tank is replaced and it works properly, please return the broken tank that came out of the unit using the regular UPS ship tag provided by JM Smuckers. \*\*\*

Please call me directly with any questions or concerns.

Sincerely,

**Jim Ossa**

Vice President

**"Servicing Customers Beverage needs for 25 Years! 1988-2013"**