



2-YEAR MAINTENANCE PROGRAM

MAXIMIZE EQUIPMENT PERFORMANCE WITH DURA PRODUCTS MAINTENANCE PROGRAM

Ensure peak efficiency and extend the lifespan of your Dura Products equipment with our comprehensive maintenance program. Regular servicing helps prevent costly downtime, keeps your systems running smoothly, and optimizes performance. Our program includes detailed inspections, expert repairs, and easy processing to meet your business needs. Invest in reliability—schedule your maintenance today.

KEY BENEFITS:

- Enhanced durability
- Reduced operational interruptions
- Expert support & troubleshooting

Q. WHAT EQUIPMENT IS ELIGIBLE?

- Dura Products manufactured Dura-Pumps™ and Dura-Meters™
- Equipment within 2 years of the manufacture date

Q. WHAT TIME FRAME DOES THE PROGRAM RUN?

- Items must be shipped in from July 1st through December 31st

Q. WHAT SERVICES ARE INCLUDED IN THE PROGRAM?

- Pumps and/or meters will be triple rinsed to avoid Cross Contamination
- Equipment will be disassembled. Seals, Gaskets and all internal components evaluated
- Meter and/or pumps will be performance tested
- Parts under warranty will be replaced at no charge
- Parts NOT under warranty (ex: broken housing, damaged parts, chemical compatibility issues, cut cord, etc.) will be replaced and billed to the End User.
- No labor charges are applied
- End User is responsible for all shipping charges

Q. HOW THE PROGRAM PROCESS WORKS?

- Firstly, contact us by calling/emailing Dura Products for Maintenance Returns Goods Authorization (MRGA) Number
- Please complete the MRGA with contact information & item list for maintenance

Important Safety Notice

- Please make sure all pumps, meters, and other equipment are triple rinsed and completely drained of all liquids before returning them to us. We reserve the right to return the product to the sender **at their expense and invoice** for all associated shipping and handling costs. To ensure safe processing, all returned equipment must be thoroughly drained, flushed, and cleaned prior to shipment otherwise it will be considered a safety hazard.
- Ship your MRGA form & Items to Dura Products per instructions on MRGA
- You will be notified of all findings associated with equipment
- Dura Products will ship items back to End User
- Lastly, Dura Products will bill End User for any non-warranty items and shipping costs accordingly



DURA PRODUCTS
Technology with Lasting Value
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