

**Returned Materials Authorisation (RMA) decontamination prior to return  
to Wanner International LTD.**

Prior to returning pumps or equipment for RMA inspection the following steps must be taken to not only ensure that the pump will be safe for our staff to handle, but also to protect the pump internal working parts to reduce the potential cost of repair.

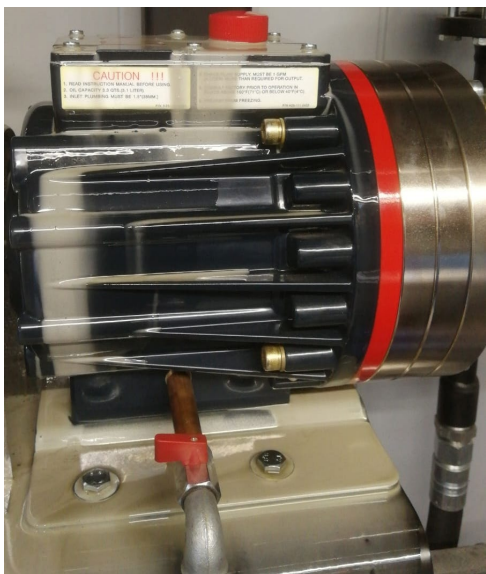
Before returning your pumps and equipment, you MUST make sure that it has been properly decontaminated (please see warning), and the decontamination declaration signed as detailed in the RMA returns form (QMF20).

RMA returns form (QMF20) can be requested from customer services should you need to return goods to us.

This can involve more than just draining and flushing the process side of the pump. If a diaphragm failure has occurred, the process fluid may have migrated into the hydraulic end of the pump or vice versa. The following steps must be taken prior to returning your RMA:

**Step 1**

Check the level and colour of the oil in the hydraulic end to indicate if there has been potential contamination of the hydraulic end oil. If the colour of the oil has changed to a lighter, aerated or emulsified oil as shown below or the oil level has dropped or increased dramatically, then at least one of the diaphragms may have ruptured.



**Wanner Engineering, Inc**

1204 Chestnut Avenue Minneapolis,  
MN 55403 USA

Phone: 612-332-5681

Fax: 612-332-6937

Toll-Free Fax (USA): 800-332-6812

Email: [sales@wannereng.com](mailto:sales@wannereng.com)

[www.hydra-cell.com](http://www.hydra-cell.com)



**Wanner International Ltd**

8 & 9, Fleet Business Park  
Sandy Lane, Church Crookham  
Hampshire GU52 8BF, England P

Phone: +(44) 01252 816847

Fax: +(44) 01252 629242

Email: [sales@wannerint.com](mailto:sales@wannerint.com)

[www.hydra-cell.co.uk](http://www.hydra-cell.co.uk)



**Wanner Pumps Ltd**

Flat A, 21/F, Chatham Commercial building  
399 Chatham Road North

Hunghom, Kowloon, Hong Kong

Phone: +(852) 3428-6534

Fax: +(852) 3188-9145

Email:  
[sales@wannerpumps.com](mailto:sales@wannerpumps.com)

[www.wannerpumps.com](http://www.wannerpumps.com)

## **Step 2**

In the event of a potential diaphragm failure any of the following bullet points will be evident. The recommended actions are stated below:

### **Low oil level:**

- Drain the oil from pump hydraulic end to remove traces of contaminated fluid and dispose of in line with local legislation, procedures and guidelines.
- Drain, Flush, and dispose of the process fluid from the fluid end in line with local legislation, procedures and guidelines.
- Refilling the pump with clean oil after decontamination is advised to stop any corrosion or further damage to the internal components in the hydraulic end.

### **Emulsified oil:**

- Drain the oil from pump hydraulic end to remove traces of contaminated fluid and disposes of in line with local legislation, procedures and guidelines.
- Drain, Flush, and dispose of the process fluid from the fluid end in line with local legislation, procedures and guidelines.
- Re filling the pump with clean oil after decontamination is advised to stop any corrosion or further damage to the internal components in the hydraulic end.

### **Note:**

**If emulsified oil is seen in the hydraulic end or in the process fluid, follow advice above immediately. The longer the hydraulic end components are exposed to the oil/process fluid emulsion, the more likely corrosion will occur.**

## **Warning**

An Assessment of the condition of the pumps and equipment returned to Wanner International Ltd will be made to determine if the level of decontamination is sufficient to continue with the RMA process.

Any items returned that are suspected of not being fully or correctly decontaminated are subject to being returned to the originator for correct decontamination or may be subcontracted to a specialist decontamination company at the customers cost as an addition to the RMA process



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Toll-Free Fax (USA): 800-332-6812  
Email: [sales@wannereng.com](mailto:sales@wannereng.com)

[www.hydra-cell.com](http://www.hydra-cell.com)



**Wanner International Ltd**  
8 & 9, Fleet Business Park  
Sandy Lane, Church Crookham  
Hampshire GU52 8BF, England P  
Phone: +(44) 01252 816847  
Fax: +(44) 01252 629242  
Email: [sales@wannerint.com](mailto:sales@wannerint.com)  
[www.hydra-cell.co.uk](http://www.hydra-cell.co.uk)



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Flat A, 21/F, Chatham Commercial building  
399 Chatham Road North  
Hungghom, Kowloon, Hong Kong  
Phone: +(852) 3428-6534  
Fax: +(852) 3188-9145  
Email: [sales@wannerpumps.com](mailto:sales@wannerpumps.com)  
[www.wannerpumps.com](http://www.wannerpumps.com)