

## PRODUCT SERVICES

For technical assistance and/or product selection regarding new application(s) or for replacement unit(s) and parts, please contact your area Cashco Inc. Representative. In order to assist you expeditiously, please review the following to help identify products previously shipped from the Factory (Cashco Inc. or VCI.)

A metal tag has been provided with each unit that leaves the factory. One of the key bits of information stamped on this tag is the Serial Number (a.k.a. the "Order Number"). Typically this number can be either 5 or 6 digits in length and may or may not have a 1, 2 or 3 digit suffix, depending on the date when unit was shipped and if more than one, non-identical unit was ordered under the same purchase order.

(i.e. XXXXX or XXXXXX or XXXXX-X or XXXXXX-XXX, etc).

Second key bit of information found on the metal tag is the Product Code. Typically this "code" is 18 digits in length and when used in conjunction with the corresponding Technical Bulletin, one can decipher a full description for the unit and in turn choose from one of the following:

### **New Replacement for Field Unit:**

To obtain a quotation or place an order for an identical Model, please retrieve the Serial Number and Product Code that was stamped on the metal name plate attached to the unit. This information can also be found on the Bill of Material (BOM / parts list) that was provided when unit was originally shipped.

### **Repair Parts for Field Unit:**

To obtain a quotation or place an order for replacement parts, please retrieve the Serial Number and Product Code that was stamped on the metal name plate attached to the unit. This information can also be found on the Bill of Material (BOM / parts list) that was provided when unit was originally shipped. If the "BOM" is not available, refer to cross-sectional drawing(s) included in the IOM manual for part identification and item number.

Forward the above information to your representative who can provide a price quotation for either a new unit or for replacement parts including a complete description and availability.

### **Return a Field Unit for Factory Inspection / Repair:**

For service and Factory repair of a field unit, contact Cashco Inc. direct to obtain an "RGA/RMA" number. All returns must be pre-approved by Cashco Inc. and must include a completed MSDS sheet before shipment back to the factory.