

Distributor Warranty and RGA Procedure Manual



Reciprocating Compressors



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Introduction

BAUER Compressors, Inc. products are warranted to be free of defects in material and workmanship. If a defect should exist, replacement of the defective component and reimbursement for the distributor's expenses are provided under the terms of the BAUER warranty.

It is important to remember that the final decision to accept or reject a warranty request is based on the information presented for each situation. Some details may seem obvious or trivial to the person preparing the request; however the manufacturer may not have this same information. A properly prepared request, therefore, should contain all information necessary for a just and prompt decision. Additional correspondence to obtain more information only delays the claim.

This manual outlines and explains the steps required for proper warranty request preparation. By following these procedures, distributors can be assured of just decisions and the fastest possible processing of their warranty requests.

This manual also outlines and explains the steps required for return of new, unused and saleable parts. This section is referred to as Return Goods Authorization.

In this manual is a start-up report which is required to be submitted to BAUER Compressors, Inc. when the compressor is initially put in operation.

A complete distributor warranty service credit request should include the following forms which may be copied from this manual.

1. A copy of the BAUER Start-up Report (Form 2)
2. A completed Distributor Warranty Request (Form 3) within thirty days of the repair.
3. The return of the warrantable parts within thirty days of the date of repair.

Failure to provide the BAUER warranty service representative with a complete submittal will result in delay or possibly the **DENIAL OF THE WARRANTY REQUEST AND NO ACTION TAKEN**. Therefore, we urge your full cooperation and appreciate your partnership with BAUER Compressors, Inc.

Reciprocating Compressor Warranty

WARRANTY
RECIPROCATING COMPRESSOR PRODUCTS

BAUER COMPRESSORS, INC. warrants that this product conforms to applicable drawings and specifications approved in writing by BAUER COMPRESSORS, INC. The compressor system and other BAUER manufactured components are warranted to be free of defects in both material and workmanship for a period of twenty-four months from date of shipment from BAUER. Start-up/warranty registration forms are to be on file at BAUER COMPRESSORS, INC. within ninety days from date of start-up. If not received within the ninety day period, warranty will be denied. If within such periods BAUER COMPRESSORS, INC. receives from the Buyer written notice of any alleged defect in or non-conformance of the product, and if in the judgement of BAUER COMPRESSORS, INC. the product does not conform or is found to be defective in material or workmanship, BAUER COMPRESSORS, INC. will at its option, either:

- (a) upon return of the component F.O.B. to BAUER COMPRESSORS, INC. plant in Norfolk, Virginia, the part will be repaired or replaced, or credit issued (defective material must be shipped within 30 days of receipt of authorized return instructions), with return freight charges to be incurred by the customer, or
- (b) furnish a service representative to correct the defective workmanship. Deterioration or wear occasioned by chemical and/or abrasive action, excessive heat or abuse shall not constitute defects. See Warranty Provisions.

The sole responsibility of BAUER COMPRESSORS, INC. and Buyers exclusive remedy hereunder is limited to such repair, replacement and repayment of the purchase price. Component parts or assemblies not manufactured by BAUER COMPRESSORS, INC. are warranted only to the extent that they are warranted by the original manufacturer. BAUER COMPRESSORS, INC. shall have no responsibility for any cost or expense incurred by Buyer due to the inability of BAUER COMPRESSORS, INC. to repair under said warranty when such inability is beyond the control of BAUER COMPRESSORS, INC. or is caused solely by the Buyer.

If it is necessary to claim against this warranty, it will be required to have a **service record book showing that regular maintenance work has been carried out utilizing Genuine Bauer Components and that damage has not been caused by insufficient maintenance.** The company's representative may require proof of maintenance prior to rendering any decision on the validity of a warranty request.

THERE ARE NO OTHER WARRANTIES, EXPRESSED, STATUTORY OR IMPLIED, INCLUDING THOSE OF MERCHANTABILITY AND/OR FITNESS FOR PURPOSE; NOR ANY AFFIRMATION OF FACT OR REPRESENTATION WHICH EXTENDS BEYOND THE DESCRIPTION ON THE FACE HEREOF.

This warranty shall be void and BAUER COMPRESSORS, INC. shall have no responsibility to repair, replace, or repay the purchase price of defective or damaged parts or components resulting directly or indirectly from the use of repair or replacement parts including filter and separator elements or oil, not manufactured or approved by BAUER COMPRESSORS, INC. or from Buyers failure to store, maintain, and operate the product according to recommendations contained in the INSTRUCTION MANUAL AND REPLACEMENT PARTS LIST included with your order and standard engineering practices.

BAUER COMPRESSORS, INC.
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Policies and Provisions

AS CLAIMS POLICIES AND PROVISIONS ARE GOVERNED BY THE TERMS OF BAUER COMPRESSORS, INC. WARRANTY, IT IS NECESSARY TO OUTLINE SOME OF THE MORE IMPORTANT PROVISIONS.

1. The BAUER Compressors, Inc. warranty applies only to new and unused products, which, after shipment from the factory, have not been altered, repaired or mistreated in any manner whatsoever. Normal maintenance items such as sealing items, consumable items, lubricants, air/oil filters, belts, and air/oil separators are not warrantable items.
2. Parts supplied and/or installed by BAUER Compressors, Inc. but not manufactured by BAUER Compressors, Inc. are warranted only to the extent that they are warranted by the original manufacturer.
3. Damage resulting from abuse, neglect, misapplication or overloading of a compressor, accessory, or part is not covered under warranty.
4. Deterioration or wear occasioned by chemical and/or abrasive action or excessive heat shall not constitute defects.
5. Failure to file a Start-up/warranty Report will cause the warranty to be denied.
6. The distributor shall be responsible for providing start-up service for equipment that they sell. Expenses for this service are to be borne by the distributor unless otherwise pre-agreed to by BAUER Compressors, Inc.
7. Defective materials must be returned within thirty days of the date of repair accompanied by a Distributor Warranty Request (Form 3). Failure to do so within the specified time will result in the forfeiture of the claim.
8. The distributor is responsible for the initial investigation and write up of the warranty request.
9. Claims for mileage are not allowed. Bauer will reimburse for driving time at the Bauer pre-approved service distributor's hourly rate up to but not to exceed six hours unless pre-approved by BAUER Compressors, Inc. Excessive travel times will be confirmed by electronic means.
10. No meals or lodging will be considered.
11. Bauer expects their distributor service organizations to stock their service vehicles with the more commonly used Bauer repair parts. In cases where the remedy utilizes these types of parts, Bauer will not reimburse for diagnostic /troubleshooting calls. In cases where the remedy involves the replacement of parts not normally carried in a service vehicle such as blocks, coolers, complete cylinder assemblies, crankshafts, etc. justification for reimbursement may be allowed.
12. The distributor is responsible for ordinary mechanical adjustments such as air leaks as a result of shipping and handling. Also all electrical connections are to be checked and all indicators are to be functionally checked for proper operation. Such adjustments and checks are ordinarily considered a part of the distributor's installation and/or start-up function.
13. The distributor is responsible for the correctness of the installation site and the appropriateness of the installation with respect to compatibility of the compressor and the user's facility. Failure to provide a correct installation can be cause for warranty denial. A copy of BAUER MNL-0131, Installation Manual, Air-cooled High and Medium Pressure Compressor Units is enclosed for your use. If the distributor is unable to ascertain the correctness of the compressor installation

with regards to duty cycle or placement of the compressor, they should contact BAUER Compressors, Inc. for assistance.

14. Bauer Compressors, Inc. reserves the right to review any and all maintenance records on a unit or accessory before any determination is made on a warranty claim.

Start-up Report

Instructions For Submission

It is to our mutual benefit that a Start-up Report (Form 2) be submitted. It establishes a start-up date that is the beginning of the warranty period. Failure to submit a Start-up Report on each unit will result in the warranty being denied.

The Start-up Report information should include the following:

1. Name and address of the distributor
2. Name and address of the customer
3. Compressor model, type and serial number.
4. Start-up date and ship date.
5. Compressor location.
6. Ambient conditions.
7. Type of oil used.
8. Oil pressure and terminal pressure.
9. Intercooler pressure and differential setting.
10. Coupling alignment - coupling belt alignment and tension.

If water cooled (Optional):

1. Type of cooling water
2. Source of cooling water.
3. Remarks
4. Start-up personnel identification.

Distribution of the Start-up Report:

1. Mail original to BAUER Compressors, Inc. - 1328 Azalea Garden Road - Norfolk VA 23502
2. Make a photocopy for your files

Start-up Report and Warranty Registration Form (Form 2)

START-UP REPORT/WARRANTY REGISTRATION

To validate the warranty, complete and return this page to Bauer Compressors, Inc. within 90 days of initial operation; otherwise the warranty will be denied. Refer to operator's manual for policies and procedures. This form should be filled out by the qualified compressor technician performing start-up, and signed by an authorized customer representative.

CUSTOMER	DISTRIBUTOR	APPLICATION
Company: _____	Company: _____	Breathing Air: _____
Address: _____	Address: _____	Industrial: _____
City: _____	City: _____	Nitrogen: _____
State: _____ Zip: _____	Technician: _____	Natural Gas: _____
Phone: () _____	Phone: () _____	Other: _____
Contact: _____		Block Number: _____
Model: _____	Sales Order Number: _____	Start-up Date: _____

Unit Location:
 Indoors Outdoors Under Canopy Heated Unheated Air Conditioned Clean Dusty Oily

Supply Air Source:
 At Compressor Piped from outside/external source Pipe size: _____ Distance: _____

Pre-start Checks:

<input type="checkbox"/> Oil Level within upper and lower limits	Oil Type: _____
<input type="checkbox"/> V-belt Drive alignment and tension	<input type="checkbox"/> Drive Coupling in alignment (if direct drive)
<input type="checkbox"/> Purification installed correctly	<input type="checkbox"/> Proper voltage connected (For -E1 and -E3 units only)

Operational Checks: (to be made at or near full pressure)

Final Pressure Shutdown: _____ Restart Pressure: _____

Oil Pressure: _____ Oil Return Line Flow

Interstage Pressures: 1st _____ 2nd _____ 3rd _____ 4th _____ 5th _____ Final _____

Discharge Temperature from block (from gauge, if supplied): _____

Carbon Monoxide Monitor Operational. Level _____ Not Applicable

Electrical Power Input: Voltage _____ Amps: 1 _____ 2 _____ 3 _____

Leaks: (location)
 Oil: _____ Air: _____

If Water Cooled:
 Cooling Water Supply Temperature _____ Cooling Water Return Temperature _____
 Cooling Water Flow _____ Closed Loop Open Loop

Signatures:

_____ Start-up Technician - Title - Company - Date

_____ Customer Representative - Title -Date

Distributor Warranty Request

Instructions For Submission

For all warranty claims, a Warranty Request Form (Form 3) must be used to initiate action.

Warranty Request Forms may be obtained upon request from BAUER Compressors, Inc. or can be downloaded from the Bauer Compressors Inc. website listed on the cover page.

The distributor must include both the compressor serial number (original invoice number) and compressor block number on the Warranty Request Form. Also include copies of the original compressor invoice and any invoices for replacement parts.

A Warranty Request Form must be prepared and submitted within ninety days after the date of the repair, accompanied by the return of a defective warrantable parts shipped freight prepaid to Bauer Compressors, Inc. A separate claim must be prepared for each compressor.

Credit consideration will not be given to complete assemblies which can be repaired by replacing only defective or damaged components. If the entire assembly is requested, the distributor is responsible for all items not accepted under warranty.

If the Warranty Request Form is not complete with all required details, it will be returned and no action taken.

GIVE A COMPLETE DESCRIPTION OF WHAT FAILED, HOW IT FAILED, CAUSE(S), AND ALL INFORMATION THAT COULD BE HELPFUL IN EVALUATING THE PROBLEM. DESCRIBE YOUR CORRECTIONS, ACTIONS AND WHAT WAS DONE TO PREVENT RECURRENCE.

REMEMBER: A FINAL DECISION TO ACCEPT OR REJECT A CLAIM IS BASED ON THIS INFORMATION - BE SPECIFIC.

Pro Distributor Warranty Request Form (Form 3)

BCI Warranty Number	Date of Last PM
Distributor Name:	Customer Name:
Address:	Address:
City/State/Zip	City/State/Zip

Model:	Compressor Serial Number:
Hours Used:	Block Number
BCI Ship Date:	Start-up Date:

Repaired by:	Date of Repair:
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DESCRIPTION OF PROBLEM: Attach a detailed explanation including how problem was corrected.

Parts Used: Attach a copy of the invoice or a listing of parts used.

Miscellaneous Items			
Direct Labor		Hours @	\$
Travel Time (six hours max)		Hours @	\$
Total Miscellaneous Charges:			

Authorized Distributor Representative: _____

Date: _____

Bauer Compressors, Inc. will accept only one compressor per warranty claim. Distributor must submit a separate claim for each compressor serial number. All defective parts must be returned to Bauer Compressors, Inc. within thirty days of repair, accompanied by this form or the request will be denied.

Defective Components

Preparation of Defective Components

Any components that are to be claimed should be inspected by the distributor and if the defect is not easily identifiable, the defect should be circled with paint or dye. This will help both the customer and Bauer Personnel in their handling of this claim.

The part itself should be identified. All parts pertaining to a single claim should be packaged together and tagged with the compressor serial number and dated.

Tags should also include part number and distributor claim number. Any parts received at the factory without adequate identification will be returned to the customer **FREIGHT COLLECT**.

All parts should be stored out of the weather. Any areas that may rust should receive a coating of grease or other preservative.

Return of Defective Components

Parts returned to the factory must be properly packaged to prevent damage during shipment. Damage to a part as a result of improper handling or packaging could be cause for disallowance of credit.

The customer will ship the part(s) with the Warranty Request Form (BCI Form 3). **PARTS WHICH ARE RETURNED WITHOUT THE WARRANTY REQUEST FORM WILL BE RETURNED TO THE CUSTOMER, FREIGHT COLLECT.**

In addressing the package for shipment, the following information should be clearly marked on the outside of the carton:

1. Customer's return address
2. Correct factory address
3. Attention: Warranty/Service Department
4. Number of packages pertaining to each claim.
5. Failure to properly label each package with the appropriate information may cause delay in processing the warranty claim. If delays are incurred due to failure to follow the proper marking procedures, any additional costs incurred will be directed back to the distributor.

NOTE: BAUER WARRANTY REQUIRES THAT DEFECTIVE PARTS, REQUESTED FOR INSPECTION AT THE FACTORY, BE RETURNED TO BAUER FREIGHT PREPAID.

Warranty Decisions

Settlement of warranty claims with the customer is the responsibility of the distributor providing start-up service. Although the relationship between BAUER Compressors, Inc. and each distributor is that of supplier and customer, the compressor warranty to the distributor will be extended to the distributor's customer.

Completed Requests

Having submitted a request to BAUER Compressors, Inc. within thirty days of date of repair, the distributor will be notified of the decision by:

1. Credit memo receipt verifying the warranty approval

AND

2. Copy of the submitted warranty claim form

OR

3. A letter explaining reasons for warranty or adjustment to the claim.

Request Follow Up

If, after filling a warranty request for credit consideration, you have not received disposition within thirty days of the return of the parts and the Warranty Request Form, we suggest you ask BAUER Compressors Inc. to follow and trace the request.

It is important the Distributor Claims Representative establish a good working relationship with their accounting department so they will be advised when credit memos are received. In this way they can close their files on completed claims.

General Warranty Request Discussion

In making out a warranty request, study carefully the situations which led to the failure. Make sure the failure was not a result of customer abuse or negligence. Never consider for warranty request failures or repairs representing normal compressor maintenance. These are the customer's normal maintenance items.

A GOOD CLAIM DEPENDS ON THREE BASIC FACTORS:

1. The part is definitely defective from the standpoint of material workmanship.
2. The compressor is within the warranty period.
3. The compressor has been operated within the design conditions and in accordance with the instruction manual.

Qualified Distributor Warranty Services

Guidelines to the Distributors Agreement state that Bauer will provide a labor allowance to a Distributor for providing qualified warranty servicing of Bauer products. The following are guidelines to determine whether or not a distributor is providing qualified warranty service.

1. They utilize trained and experienced service personnel to do all work.
2. They equip the service personnel with adequate tools to perform the required work in the minimum time.
3. They provide adequate parts availability at their place of business to minimize needless delay and expense to obtain needed parts.
4. They have provided the normal service-after-sale functions of good compressor delivery, start-up service, good follow-up inspections, etc.
5. They provide for basic customer education and recheck the compressor to determine if proper care has been provided.
6. They maintain maintenance reports on each unit under their care
7. They submit detailed reports on start-up, compressor or parts failure.
8. When a unit is sold outside the distributor area, the distributor is still responsible for the warranty service. Bauer can recommend a distributor or service center that can be contacted for the repair to the unit. The following letter is the applicable document for this process.

Parts and Sales Warranty**WARRANTY ADDENDUM****PARTS SALES WARRANTY**

BAUER COMPRESSORS, INC. provides only factory original replacement parts to its customers. To maintain the integrity and performance of the original compressor only genuine BAUER parts should be used in the maintenance of your compressor.

BAUER COMPRESSORS, INC. assumes no liability for damage or nonperformance resulting from the use of after market replacement parts.

BAUER COMPRESSORS, INC. warrants that all genuine replacement parts from our facility will be free from defects in material and workmanship for a period not to exceed 90 days from the date of shipment. It is therefore imperative that replacement parts be inspected immediately upon arrival.

If a problem exists upon receipt:

Notify BAUER Parts Sales of the details of the problem by telefax or telephone within ten working days of the receipt of the part.

If a shortage or overshipment has occurred no other paperwork will be required. Your salesman will arrange for the corrective action.

If damage has occurred during shipping, take pictures and file a claim with the shipping company. Bauer can assist you in making this claim if you require.

If the external packaging is intact but the damage is concealed, photograph the damage and the packing materials. This will help us correct the problem in the future. Return the item to BAUER after notifying the Parts Sales department. Be certain to return the damaged part along with a copy of the BAUER packing list and the warranty form.

If a part fails within 90 days for reasons other than freight damage please follow the procedures outlined in the BAUER standard warranty manual.

Credit will be issued only after the correct paperwork and defective material have been returned to BAUER. Evaluation for credit is contingent upon complete information and return of the defective goods.

Liability is limited to the original replacement cost of the item.

BAUER COMPRESSORS, INC. shall not be responsible for freight charges, neither inbound nor dispatch.

BAUER COMPRESSORS, INC.
1328 Azalea Garden Road, Norfolk Virginia 23502
Phone: (757) 855-6006 Telefax (757) 855-6224

Return Goods Authorization

This section of this manual is intended to outline and explain the steps required for return of only **NEW, UNUSED, SALEABLE MATERIAL**

Classification of Returns

Condition

Only new, unused, unaltered and saleable material may be returned using Return Goods Authorization or RGA procedure. Used material claimed defective will be processed under the Warranty Procedures

Source of Return

Returns made be made by either the servicing distributor or the customer.

Reason for Return

Reason(s) for return include the following. Procedures may differ, dependent upon the reason. A clear statement of the reason must be shown on each request and the RGA form. Credit and freight allowance may differ based on whether the return was due to Bauer error.

Bauer Errors:

1. Incorrect part shipped.
2. Overshipped quantity ordered.
3. Duplicated shipment.
4. Shipped to the wrong customer.
5. Other (Describe in detail)

Customer/Distributor Request

1. Exchange component program.
2. Part no longer required.
3. Ordered the wrong part.
4. Other (Describe in detail)
5. New and unused material - defective.

NOTE: THE REASON FOR RETURN MUST BE CLEARLY DEFINED OR RGA WILL BE REJECTED.

RGAs Procedures

All returns **MUST** have a factory assigned Returned Goods Authorization number attached to the outside of the package. Any item returned without an RGA will be rejected and returned to the sender, freight collect. **BAUER COMPRESSORS INC. WILL NOT BE RESPONSIBLE FOR UNAUTHORIZED RETURNS.**

1. Returns must be made within thirty day after receipt of authorization.
2. Material received through error chargeable to Bauer will normally be returned pre-paid to the point of shipment after proper authorization. Such material will be credited at Bauer net invoiced price, including freight, providing there is proof of purchase.
3. Non-current and Obsolete Material: Requests for return on non-current, no usage, obsolete or unusable material must be directed to the Sales Department at the plant of origin.
4. Inspection and Acceptance: All material authorized for return is subject to inspection and acceptance before final credit is approved. Goods being returned must be packed appropriately to prevent damage during return.
5. Non-cancellable/Non-returnable Material: Certain materials are offered for sale to customers on a non-cancellable, non-returnable basis. In such cases, this policy is stated on the Bauer order acknowledgement, follow-up communication, and/or invoice and such material **MAY NOT BE AUTHORIZED FOR RETURN OR CREDIT**. Examples are such goods as lubricants and manuals.
6. Damaged Material: Claims for material received in damaged condition are to be made against the carrier by the customer or distributor who assumes responsibility for the material shipped F.O.B point of origin, once it is turned over to the carrier at the Bauer shipping dock.
 - (a) If damaged material is returned for salvage or repair at the carrier's request, it will be sent to the **PLANT OF ORIGIN**.
 - (b) In cases where shipping damage is clearly shown to be the result of improper packing rather than carrier mishandling, such goods will be returned prepaid to the **POINT OF ORIGIN** for credit.

Notes on Damage

1. Responsibility: All mechanics have been thoroughly inspected and carefully packed before leaving our plant. Responsibility for it's safe delivery was assumed by the carrier at the time of shipment. Claims for loss or damage to the contents should, therefore, be made upon the carrier.
2. Concealed Loss or Damage: Concealed loss or damage means loss or damage which does not become apparent until the merchandise has been unpacked. The contents may be damaged in transit due to rough handling even though the carton may not show external damage. When the damage is discovered upon unpacking, make a written request for inspection by the carrier's agent within fifteen days of the delivery date. Cartons and all interior packing must be held for the carrier's inspection. Then file a claim with the carrier since such damage is the carrier's responsibility. By following these instructions carefully, we guarantee our full support of your claims to protect you against loss from concealed damage.
3. Visible Loss or Damage: Any external evidence of loss or damage must be noted on the freight bill or express receipt and signed by the carrier's agent. Failure to adequately describe such external evidence of loss or damage may result in the carrier refusing to honor the damage claim. The form required to file such a claim will be supplied by the carrier.

Distributor Returns Procedures

1. Prepare a list of material to be returned, identifying original invoice number on which material was received and net price. Submit request of authorization to return goods to Bauer.
2. Credit at original invoiced prices will be allowed on current, standard catalog items purchased within the last thirty days, which are new, unused, saleable, unaltered and not obsolete, less a restocking fee to be determined by BAUER Compressors Inc.
3. Unusual requests, approval or disapproval of "returns" will be rendered by BAUER Compressors Inc.

Preparation of Return Parts

All part pertaining to a single RGA should be packaged together and a tag or RGA number placed on each of the larger items. Package and tag the smaller items.

Tags should include part number and RGA number. **ANY PARTS RECEIVED AT THE FACTORY WITHOUT ADEQUATE IDENTIFICATION WILL BE RETURNED FREIGHT COLLECT.**

Return of New Parts

Parts returned to the factory must be properly packaged to prevent damage during shipment. Damage to a part as a result of improper handling or packaging could be cause for disallowance of credit.

The customer/distributor will tag the part(s) with the RGA for identification. **PARTS WHICH ARE RECEIVED WITHOUT RGA TAGS WILL BE RETURNED FREIGHT COLLECT.**

In addressing the packaging for shipment the following information should be clearly marked on the outside of the carton.

1. Distributor/customer return address.
2. Correct factory address.
3. RGA number.
4. Number of packages pertaining to each RGA.

