



# Franklin Fueling Systems

*Fueling Innovative Solutions*

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**To:** Healy Distribution

**From:** Leon Schuster, Product Manager: Dispensing Systems

**Subject:** Healy Product Returns

In a continuing effort to streamline processes for our customers, effective immediately, all Healy products being returned to FFS for warranty evaluation should be directed to the Madison, Wisconsin USA facility instead of the Hudson, New Hampshire USA facility. With this update, the FFS Madison facility will now be your single point of inbound and outbound Healy product shipments.

To initiate an RMA for warranty evaluation, authorized Healy distributors should contact FFS Technical Support Department for an RMA number at 1-800-984-6266. The RMA number allows both parties to document and track the warranty request through product return, evaluation and disposition of the claim. Products sent to FFS for warranty evaluation must be returned freight prepaid (products must be shipped in accordance with DOT 49 CFR Parts 100-185, as applicable).

Please contact FFS if you have any questions regarding the Return Material Authorization process or this update.

Thank you,

Leon Schuster  
Product Manager - Dispensing Systems

**Marketing Bulletin**