

Hazardous Rated Product is Not Returnable

product change description

Effective immediately: All Meltric products rated for hazardous locations are not returnable.

Meltric is required to make this change in order to properly comply with the “traceability” requirements associated with the hazardous location certifications. The certification authorities require complete tracking and traceability of component production lots to subassemblies and final products, of subassembly production lots to final product, and of final product to specific orders. In addition, once product has been sent into the field, we can no longer guarantee that nothing has been altered and that the product remains exactly as assembled when the certification mark was applied.

Because it is usually not practical to reliably maintain all the required traceability elements when product is returned to stock, our experience is that we end up scrapping almost all the hazardous location product that is returned. The cost of doing so is too great to continue going forward, so we will no longer accept returns on hazardous location products, unless there has been a factory error made on what has been sent out.

Understanding that this is a departure from past practice, we will use the following communication plan to help make the policy known to customers and ask that our sales team also be vigilant in working with customers to help ensure that the proper part numbers and quantities are indicated on customer orders.

communication plan

- Meltric will include a note on the related parts pages of the catalog that states “Devices rated for hazardous locations are not returnable”.
- Meltric will update the Terms & Conditions to include a note stating that “Devices rated for hazardous locations are not returnable”.
- Meltric will include a note on acknowledgements and invoices for hazardous products stating that they are not returnable.