



CG Industries, Ltd.
Aftermarket Service
175 Wall Street
Glendale Hts. IL. 60139

Telephone 866-737-2244
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Return For Repair Process

We have implemented a program called “**Return for Repair**” (**RFR**) that allows you to send a defective control directly to CGI when a **replacement part is no longer available or temporarily out of stock**. In most cases, appliance parts included on our CGI RFR price list will be repaired within 24 to 48 hours and fitness parts will be repaired in 2 to 5 days. If it is not on the price list, it may take longer to analyze the part, set-up to test the part and obtain replacement parts. To use this RFR service, you should follow the instructions below:

1. Package the part to prevent shipping damage during transportation. Use anti-static bags or aluminum foil if electronics are exposed. Be careful when handling the control as damage to controls can easily occur from static electricity. Hold the unit by the chassis or outside edge of the control board.
2. If possible, include peripheral items such as keyboards, power supplies, and sensor attachments with the defective control. Including these parts will make our analysis easier and in the event a defect cannot be found with the control, we may be able to help you track down the defective system component. Make sure the control parts fit snugly in the box.
3. Fill-out and include the CGI **RFR Order Form** with the defective control.
4. Determine payment method (see Terms and Conditions). If you want an account opened up with CGI, fill-out the **Account Initiation Form** and return it with the part.
5. If questions call CGI’s RFR department at **1-866-RFR-2-CGI** (1-866-737-2244).
6. Ship the defective control to CGI at address shown.

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Once the control is received, CGI will **inspect, analyze, repair**, refurbish, retest and then return the part. CGI will run an extensive **test** to verify that the entire control works properly. CGI will package and ship the control to the location you have requested. We will ship by normal ground transportation with our carrier unless special shipping instructions have been noted.

What controls can be returned to CGI for repair?

Although we can repair most controls including the PCBs, metal and plastic parts, if a PCB is charred, broken or infested with insects it is doubtful we can repair it. We also cannot repair defective membrane keyboard assemblies.

If you are unsure whether or not we can repair a particular part or what additional information should be provided, please call us toll-free at 1-866-RFR-2CGI.