

# FREQUENTLY ASKED QUESTIONS FOR THE CURRENT RMA PROCESS

This FAQ section provides clear answers to common questions about initiating an RMA, required documentation, timelines, and what to expect throughout the process.



## CASE NUMBER

**Q: Are case numbers required to submit an RMA?**

A: No

**Q: What is the case number system primarily used for?**

A: The case number system is used to troubleshoot the product with ICM technical support PRIOR to returning the product to the distributor and helps ensure the return gets credit when received by ICM Controls. However, the customer can still send a product back on an RMA without a case number and the normal process will be followed but if no fault is found, credit may be denied. Many issues installers experience are due to incorrect wiring, setup, or compatibility that can be resolved in the field by talking with our technical support team. ICM Technical Support can be contacted at 1-800-365-5525.

## DATE CODE

**Q: Do I need a date code of the product for the RMA and where can I find this date code?**

A: Providing the date code on the RMA is suggested and is usually found on a sticker attached to the product. The date code is typically a Letter followed by 2 digits. Example (F25) indicates a date of manufacture of June 2025. Date of installation is also suitable but if we receive the product and the date of manufacture is past 2 years (warranty period), credit could be denied.

## CREDIT

**Q: How can I ensure my branch will get a credit if I must give a customer a replacement off the shelf immediately?**

A: The best way to ensure quick processing of the return and greatly increase the chances of a return credit is to process a case number with ICM Controls technical support, but have all troubleshooting steps available at time of call. If no troubleshooting was performed, no case number can be given.

**Q: How long before I receive my credit?**

A: 4-6 Weeks is the general lead time for RMA credits. The limitations to that are: the quantity of units on the RMA and the complexity of the reported defects for analysis. Some RMAs will apply for the Field Scrap program and credit could be available in a week or less.

**Q: Can I stockpile returns and send them all back at one time?**

A: ICM controls does not suggest processing returns this way as it will create a backlog in our process and create a much longer lead time for any return credit.

## FIELD SCRAP

**Q: What limitations does our field scrap program have?**

A: New products released within 1 year of development cannot be field scrapped because ICM needs the RMA analysis to determine the cause of failure. Contact your rep to inquire whether your products can apply for this program

## FORMS

**Q: If I can't find my part number, what do I select?**

A: Choose the option "Other" from the "Part Number" drop down and enter the part number you need in the "Other Part Number" Field. If your part did not show up in the drop down, it may be inactive or not an ICM part.

**Q: What address do I put in the RMA form?**

A: Please put the address of the company that placed the order with ICM. If your branch or store location did not place the order directly with ICM, please enter the location that did if you know it, or inquire with your distribution manager/rep.

**Q: What is my customer ID?**

A: Your customer ID is a unique code provided by ICM that lets us track your orders, RMAs, and other information in our ERP system. Please talk to your buyer for this information if unknown.

## WARRANTY

**Q: What is ICM Controls Warranty process?**

A: If a product is returned in the warranty period and is determined to be a valid defect (ie not No Fault Found), the credit will automatically be applied.

**Q: What is the difference between install date and ship date? With respect to warranties?**

A: Our general warranty period is 1 year after installation and 2 years after date of manufacture.

**Q: What products have unusual warranty periods?**

A: Pro-Series Thermostats have a 5-year, limited warranty and our Surge Protection Devices have a 3-year, limited lifetime warranty, which is a longer warranty period than other products.

## GENERAL

**Q: How can I check on the status of my RMA?**

A: For RMA evaluation status, please contact [RMA@icmcontrols.com](mailto:RMA@icmcontrols.com). Please allow a few weeks after sending your RMA before reaching out. For the status or a copy of your credit memo, please contact [areceivable@icmcontrols.com](mailto:areceivable@icmcontrols.com). Please note this is only available after the RMA evaluation has taken place, unless you were issued an RMA Field Scrap.

**Q: For any accounting questions, who can I reach out to?**

A: [AReivable@icmcontrols.com](mailto:AReivable@icmcontrols.com)