



submit

Product Reliability Report (PRR) Form

PRR Instructions:

1. Submit this form via email to PRRRequest@rainbird.com by clicking the "Submit" button at the top of this page.
— OR —
Submit this form by faxing to Rain Bird Customer Service at (800) 275-6107.
2. A Rain Bird Customer Service Rep will send you a return form via email or fax.
3. Box up the products to be returned, include the response form in the box and write the PRR number on the outside of the box.
4. Send the products to the following address:

Rain Bird RGA Service Center
 6991 East Southpoint Rd.
 Building 1, Door 5
 Tucson, AZ 85756

REMINDERS:

- Keep a list of the items that you returned to Rain Bird for your records.
- This process is used on new products and other critical items getting special attention from our engineers.
- This form must be used for the products being returned under "PRR" in order to receive credit.
- Golf-related products must be submitted under a separate PRR Number.

RETURN INSTRUCTIONS

Submitted By: _____ Date: _____

Send return instructions to (please check one): Distributor Job Site Rain Bird Representative **Via:** Fax Email

Is credit required? Yes No

PRODUCT

Product: _____ Part Number: _____ Quantity Installed: _____

Qty Returned: _____ Qty Affected: _____ Install Date: _____

DATE CODES OF ALL AFFECTED ITEMS

Part Number:					
Date Code:					
Quantity:					

DESCRIPTION OF PROBLEM:

CONTACT INFORMATION

Distributor:	Contact:
Title:	Email:
City:	State / Country:
Phone:	Fax:
Job Site:	Contractor / Contact:
Title:	Email:
City:	State / Country:
Phone:	Fax:
Rain Bird Rep:	Phone:

SITE INFORMATION (INCLUDE UNITS WHERE RELEVANT)

Water Quality: Dirty (non-organic) Dirty (organic) Non-Potable Clean Potable

Water Source: Canal Municipal Lake / Pond Reclaimed River Well

Watering Cycle: _____ Filtration: Sand Screen None

Chemicals: _____ Pressure (static): _____ Pressure (dynamic): _____

Valve Pressure at Valve: _____ Flow: _____

Head Pressure at Head: _____ Nozzle Used: _____ Flow: _____

Controller Transformer Voltage: _____ Firmware Version: _____

Rain Sensor Soil Moisture Sensor Pump Relay Raster Checked Program Checked