CANISTER RETURN GUIDE



APRIL 2026 V1.0

A NOTE FROM OUR TEAM

Thank you for being a valued AMT customer. We want to make sure your experience with us is as smooth as possible (no pun intended) and that includes the canister return process.

Used canisters need to be returned to us so that they can be safely processed and refilled before we can dispatch new consumable orders. When returns are arranged promptly, we can ensure a continuous and reliable supply of solvents to keep your machine running without interruption.

Delays in returning canisters can unfortunately lead to delays in fulfilling your next consumable order. By following the simple steps in this guide, you help us serve you better and avoid any unnecessary downtime.

We truly appreciate your cooperation, and our support team is always on hand if you need any assistance.

STEP 1 – SUBMIT YOUR COLLECTION REQUEST

To arrange a canister or carbon filter collection, please send an email to our support team at support@amtechnologies.com. To help us process your request as quickly as possible, please include the following details in your email:

- The weight and dimensions of the pallet containing the canisters or carbon filter
- The number of canisters and drums to be collected
- Your machine serial number (particularly important if you operate more than one machine)
- Your confirmed collection address
- A photograph of the packed canisters or carbon filter, attached to your email

The more detail you provide upfront, the faster we can get your collection arranged.

STEP 2 – WE TAKE CARE OF THE REST

Once we have received and reviewed your request, our team will arrange the collection on your behalf. Our courier partner will then contact you directly to provide:

- A Dangerous Goods Note (DGN) – to be affixed to the pallet where applicable
- A shipping label for the consignment
- Your confirmed collection date

Please ensure someone is available at the collection address on the agreed date to hand over the consignment to the courier.

AMT will cover the costs of the collection.

PACKING GUIDELINES

To ensure your return is collected without delay, please follow the packing requirements below. Incorrectly packed pallets may be refused by the courier.

Drum and Canister Capacity:

- For SF machines: 4 canisters fit into 1 drum
- For PP3D machines: 1 canister fits into 1 drum
- 1 drum – use a half pallet
- 2 drums – use a full EU pallet
- 3 drums – must be placed on a full EU pallet

⚠ Drums must not overhang the edges of the pallet under any circumstances.

⚠ Since this is dangerous goods, the pallets cannot be stacked.

If your canisters are classified as dangerous goods, the DGN note must be clearly affixed to the pallet before collection (Applies for FA326 consumables).

REFERENCE: DRUM AND CANISTER



Drum



Canister

PACKING EXAMPLES



SF --> 4 canisters can fit into 1 drum



PP3D --> 1 canister fits into 1 drum

The images below show correctly packed pallets and labelling for reference. Please use these as a guide when preparing your return.



SF filter can be sent with the canisters on the same pallet or separately (just the filter in the original box).



PP3D filters must be properly secured to an EU pallet separately.



Drum labelling and fixturing example



Pictograms must be fully visible

NEED HELP?
CONTACT US

Our support team is here to help at every step. If you have any questions about arranging a collection, packing your canisters, or anything else related to your AMT machine, please do not hesitate to get in touch.

Thank you for your continued partnership with AMT.

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