

Chiller Solutions LLC wishes to provide a high level of service in the unlikely and untimely event of a part failure. The below information is provided to assist in the process of administering warranty claims expeditiously.

Note: Please Read and Understand the Limited Warranty Thoroughly

- Step #1:** Ensure that the item is under the time period and conditions covered by your Limited Warranty.
- Step #2:** Fill out Warranty Claims Form with Return Goods Authorization and submit to Warranty Department. This can be done by fax, mail, or e-mail.
- Step #3:** The warranty claim will be processed by the Warranty Department and a Return Material Authorization (RMA) number will be issued to the claimant. This number must be clearly identified on the exterior of the packaging the returned material is sent in. ***Freight must be pre-paid by sender. Collect items will be refused.**
- Step #4:** Once appropriately received, the item will be sent to appropriate testing to determine the causation of the failure. ***The process may take several weeks to complete, as many items are required to be sent back to the original equipment manufacturer for warranty testing and review.**
- Step #5:** Once the results of the testing verify that the part is subject to warranty replacement, the part will be made available for no-cost at the address where the defective part was sent. ***Again, freight must be pre-paid by the claimant. COD's are not permitted.**
- Step #6:** Once received by the claimant, the new part should be thoroughly inspected for freight damage as this would not be covered under the warranty. ***If damage has occurred in transit, the freight should be rejected and a claim should be filed with the freight company.**
- Step #7:** The new replacement part should be installed in accordance with service Instructions, and tested thoroughly to ensure proper operation. ***Proper installation and service guidelines are available in Installation and Service Manual, or may be provided upon request. Only an authorized refrigerant service professional should attempt to service this equipment.**
- Step #8:** Submit Start-Up Form to verify new part has been installed and operates appropriately.

Note: Should you require a part sooner than is able to provided through the standard warranty process, request a quotation be provided for a replacement part, issue a standard purchase order and method of payment, and a replacement part will be sent immediately. Once the defective part has been approved for replacement through the above process, a credit will be issued to the customer account and refund for the part made immediately.

Contact Information

Warranty Department
(973) 835-2800 Extension: 328
(973) 835-3222 Fax
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