



Warranty Procedures

1. The repair facility must contact ProAir by calling or e-mailing the following for warranty:

ELKHART, IN - (800) 338 - 8544

Doug Stringfellow ext. 119 – dougs@proairllc.com

Victoria Frederick ext. 118 – vfederick@proairllc.com

Technical support - Ron Eggeman ext.152 reggeman@proairllc.com

Jim Pratt ext. 153 jpratt@proairllc.com

HASLET, TX – (800) 473 – 9914 – Kris Culver kculver@proairllc.com

YORK, PA – (877) 228 – 4247 – Kyle Lucas – KyleL@actusa.us.com

All A/C installations must be registered prior to warranty approval. **If the in-service date is NOT registered, or cannot be determined, the date of installation will be utilized to establish the warranty start date.** The following information is required: Vehicle identification number (VIN), mileage, the component serial number, model number, and retail customer name.

2. Describe the problem or type of warranty repair needed.
3. If parts are needed, ProAir reserves the right to supply any and all warranty parts.
4. An Authorization/RMA number accompanies the replacement parts. All warranty parts are sent on a Sales Order memo (no charge) billing and are sent the same day if possible. Also noted on the memo billing is our labor allowance for the repair; labor allowances are based on ProAir's flat rate standards. All defective parts shall be returned to ProAir; shipping charges – by the most economical method – may be added to the cost of repair and you will be reimbursed accordingly. **No warranty claim will be paid without the return of defective parts unless otherwise directed.**
5. Warranty claims submitted to ProAir must include the following: Vehicle identification number, mileage, Authorization/RMA number, correct labor amount per (ProAir Labor Time Standards) and good discretion of work performed. ProAir does not pay tax, EPA charges, or miscellaneous shop supplies. **All claims must be submitted within 30 days of the date of repair, and all defective parts must be returned in order to receive payment on these warranty claims.**
6. ProAir reserves the right to deny any claim without the proper documentation or claims that were for improper repairs. Service management is responsible for implementing controls to eliminate improper or unnecessary repairs and providing accurate information on the claims. This includes a complete and clear description of the vehicle's concern and required repairs.

Supply Costs NOT to Exceed: \$9.00 per lb. of R134

\$1.50 per oz. PAG Oil

\$15.00 per gallon of Coolant

\$35.00 per gallon of Flush Solvent