



**American Cooling Technology, Inc.**

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**AMERICAN COOLING TECHNOLOGY**  
**WARRANTY PROCEDURE**

**IN THE EVENT A FAILURE OCCURS WITHIN THE WARRANTY PERIOD:**

1. **CALL A.C.T. FOR AUTHORIZATION, (877-228-4247)**
  - A. PROVIDE A.C.T. UNIT SERIAL NUMBER TO VERIFY WARRANTY
  - B. DETERMINE SERVICE CENTER
  - C. SERVICE CENTER TO COMMUNICATE REPAIR PROCEDURE AND AGREE ON COST
  
2. **REPAIR**
  - A. PERFORM REPAIR ACCORDING TO A.C.T. INSTRUCTIONS
  - B. REPLACEMENT PARTS MUST BE PROVIDED BY A.C.T. UNLESS OTHER PREAUTHORIZED BY A.C.T.
  
3. **A.C.T. WILL COMPLETE WARRANTY CLAIM FORM AND SEND TO REPAIR FACILITY TO INCLUDE:**
  - A. SERVICE CENTER NAME
  - B. CUSTOMER NAME
  - C. UNIT SERIAL NUMBER
  - D. COMPLETE DESCRIPTION OF FAILURE AND REPAIR
  - E. SIGNATURE
  - F. TOTAL COST
  
4. **SUBMIT COMPLETED WARRANTY CLAIM FORM TO A.C.T. WITH LABOR INVOICE MATCHING AGREED TOTAL COST WITHIN 30 DAYS OF FAILURE**
  
5. **DEPENDING ON THE NATURE OF THE FAILURE, A.C.T. MAY REQUIRE THE FAILED PART(S) TO BE RETURNED TO A.C.T. FOR EVALUATION**

**PLEASE RETURN FAILED PARTS ACCORDING TO A.C.T. INSTRUCTIONS WITHIN 90 DAYS**