



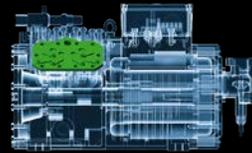
## RETURN MATERIAL AUTHORIZATION (RMA) AND CORE CHARGES

Your account or credit card will be charged on day of shipment for the service compressor, but we will delay charging your core deposit for at ten business days. Once you receive your service compressor, call or email our returns department to request an RMA (rma@bitzerus.com). We will schedule a truck to pick-up the core, and BITZER will pay the freight back to the factory.

We will issue a credit against your core charge as soon as we receive the failed compressor. If returned in a timely manner, you should see an offsetting credit before the charge is due.

## WARRANTY CLAIMS

If your compressor fails within one year of installation\*, BITZER will conduct a Tear-Down Inspection (TDI) to determine why the compressor failed. We will provide you a full inspection report so you can take the necessary precautions to prevent further failures.



WHERE YOU NEED IT.  
WHEN YOU NEED IT.



\*One year from installation date if adequate startup documentation provided, otherwise one year from ship date.

**BITZER US, Inc.** // Flowery Branch, GA  
techsupport@bitzerus.com // customerservice@bitzerus.com  
TEL (770) 503-9226 // FAX (770) 503-9440



We know all about emergency situations, that's why BITZER maintains safety stock at distribution centers across the country to provide emergency replacement services year-round from the following locations. We aim to have replacements on site within 24 hours.



LEGEND  
 BITZER QUICKSHIP WAREHOUSE

- |                 |                                    |
|-----------------|------------------------------------|
| Chicago, IL     | Morrystown, NJ                     |
| Dallas, TX      | Philadelphia, PA                   |
| Honolulu, HI    | Portland, OR                       |
| Kansas City, MO | San Antonio, TX                    |
| Los Angeles, CA | San Jose, CA                       |
| Miami, FL       | Flowery Branch, GA (manufacturing) |
| Minneapolis, MN |                                    |

## SUPERIOR BITZER SERVICE

BITZER's customer service staff prides themselves on product knowledge and exceeding your expectations. Someone is always available to take emergency calls 24/7.

During normal business hours (8:00 - 6:00 ET) please phone us at (770) 503-9226 or email us at [customerservice@bitzerus.com](mailto:customerservice@bitzerus.com).



## THE PROCESS IS SIMPLE. JUST PROVIDE US:

- FAILED COMPRESSOR MODEL NUMBER
- SERIAL NUMBER
- CONTACT NAME / PHONE NUMBER
- EMAIL ADDRESS
- SHIP-TO ADDRESS
- DOCK HOURS OF OPERATION
- LIFTGATE NEEDED? YES / NO
- CREDIT CARD NUMBER
- DESIRED DELIVERY DATE

## TRAINING

BITZER conducts compressor training seminars October through April at its Atlanta area training center. We offer two-day courses covering Screw, Scroll, and Recip Compressors. BITZER US will release its fall-winter training schedule this summer, check back periodically or feel free to contact us. Scan the QR code below to see more info.



## APPLICATION ENGINEERING SUPPORT

BITZER's Application Engineers are available to assist you with trouble-shooting, sizing, and selecting the best compressor or shell and tube heat exchanger for your application. If you are in need of assistance please email technical support at [techsupport@bitzerus.com](mailto:techsupport@bitzerus.com).

