

Warranty Claim Procedure

EFFECTIVE JAN 1 2006: All claims must be filed no later than 30 days after completion of repairs; claims filed after 30 days will be automatically rejected.

Note: Proheat Dealers should file warranty claims with their Authorized Proheat Distributor, not directly with Marine Canada Acquisition Inc. DBA SEASTAR SOLUTIONS. It is the Distributor's responsibility to file the claim with SeaStar Solutions. Only dealers that have an account with SeaStar Solutions may file a claim direct.

1. SeaStar Solutions provides this form for mail in claims. An on-line claim form is also available on the Proheat website.
2. Complete all sections of the Warranty Claim Form and provide your dealer work order form with the following information.
 - a. Serial Number
 - b. Distributor's or Dealer's claim number
 - c. Installers name
 - d. Owner's name, address, or copy of warranty card
 - e. Original date of product installation
 - f. Date of failure
 - g. A full description of your findings
 - h. Part numbers and standard repair times
 - i. Labor rate

All work must be performed by a trained and certified mechanic

Any work outside SRT requires prior approval by warranty administration.

Approval must be noted on the claim.

Refer to Proheat Authorized Dealer Warranty Manual for specific information on warranty.

MAIL COMPLETED FORMS TO:

SeaStar Solutions
Attn: Proheat Warranty Department
3831 No. 6 Road
Richmond BC V6V 1P6

ALTERNATELY:

Scan and email this form to:
warranty@proheat.com

Warranty Parts Procedure

1. SeaStar Solutions dealers must call the warranty administrator at 604.270.6899 to determine if the parts need to be returned at the time of issuing the RGA.
 - a. Distributors must tag the parts and place on a shelf. SeaStar Solutions reserves the right to inspect the warranty parts within the three month period at the dealer location. If the dealer does not hear from SeaStar Solutions within the three months, they can dispose of the part.
 - b. SeaStar Solutions reserves the right to request the part at the time of issuing the RGA or within a three (3) month period of the claim date.
 - c. If SeaStar Solutions does ask for the part to be returned, the warranty administrator will provide a freight carrier and a freight account number for the part to be shipped.
 - d. Failure to follow these instructions will result in Freight, Duty and Brokerage Fees (all) if applicable being charged to the shipper.
2. Credit for warrantable parts will be issued within 3 weeks of the warranty administrator receiving the documents.
3. All claims and parts must be forwarded to SeaStar Solutions no later than 30 days after completion of repairs. Claims submitted after 30 days will be denied.
4. The Authorized Dealer Warranty Manual is the valid document for terms/ conditions and SRT times. If you require additional copies please download the latest version from www.proheat.com.
5. All parts replaced under warranty become the property of SeaStar Solutions.
6. Part(s), if requested must be returned. If you fail to return requested part(s), your account will be debited at dealer net for the part(s).
7. If not advised of a request to return part(s) within 90 days, you may dispose of part(s) (except for major assemblies) in any appropriate manner so as to ensure that they are not repaired or reused and are disposed of in accordance with environmental rules and regulations that may apply.
8. Requested parts will be subject to inspections, testing and failure analysis. If it is determined that a part or an assembly exhibits no failure, then the warranty claim will be rejected. If the claim has already been processed and paid, the dealer account will be debited for the entire amount of the claim including parts and labor.