



SeaStar Solutions®  
3831 No. 6 Road  
Richmond, BC V6V 1P6  
P: 604.270.6899  
F: 604.270.7172

September 2017

**IMPORTANT NOTICE – ATTENTION WARRANTY RETURNS DEPARTMENT**

Dear Proheat Canadian Customer:

Please note a change in procedure for submitting warranty claims and returning parts to Proheat for warranty.

All warranty claim forms are to be submitted electronically by filling in the online form on the Proheat website: <http://www.proheat.com/support/warranty.php>

Return of defective parts:

Per the Proheat Warranty Policy, parts are to be returned only upon request from the Warranty Administrator. Following a claim submission, please retain all claimed components until a decision has been made by the Warranty Administrator regarding their disposition.

Please use the following information when returning Proheat Warranty parts

Shipping origin – Canada

Less than 150 lbs. per package and NOT on a pallet

**SHIPMENTS RECEIVED WITHOUT THE FOLLOWING INFORMATION WILL BE REJECTED**

Proheat RGA number and Proheat Heater part number along with “HEATER WARRANTY RETURN” must be clearly written on the Freight bill and Packing list.

When Completing the Shipping Form:

**Leave the ‘Package Declared Value’ (i.e. Shipping Liability Charges) Blank**

**DO NOT CHECK OR BUY ANY ADDITIONAL CARGO INSURANCE**

Ship collect via UPS Brown Standard Service on Account Number F82092

Ship to:

Proheat Warranty Goods Return Department

c/o SeaStar Solutions

100-3971 No. 6 Road

Richmond, BC V6V-1P6

Canada



More than 150 lbs. and/or on a pallet

**SHIPMENTS RECEIVED WITHOUT THE FOLLOWING INFORMATION WILL BE REJECTED**

Proheat RGA number and Proheat Heater part number along with 'HEATER WARRANTY RETURN' must be clearly written on the Freight bill and Packing list.

Ship collect via Reimer Express on Account 899-1702

Ship to:

Proheat Warranty Goods Return Department

c/o SeaStar Solutions

100-3971 No. 6 Road

Richmond, BC V6V-1P6

Canada

**Leave the 'Package Declared Value (i.e. shipping liability charges) blank.**

**DO NOT CHECK OR BUY ANY ADDITIONAL CARGO INSURANCE**

Warranty Contact

Mark Johnson

T: 604.303.2833

SeaStar Solutions Customs and Traffic Contacts

Brian Sell

Min Li

T: 604.270.6899 x312

T: 604.270.6899 x 329

F: 604.303.2896

F: 604.303.2896