



SeaStar Solutions ®  
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March 2016

**IMPORTANT NOTICE – ATTENTION WARRANTY RETURNS DEPARTMENT**

**Dear Proheat US 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 – United States

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

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

**Shipments received without this information will be rejected.**

Ship Collect via UPS Standard Ground Service on Account Number 8AX357

Ship to:

Proheat Warranty Returns

c/o UPS Supply Chain Solutions, Inc.

19308 70th Avenue S

Kent, WA 98032

Customs Clearance by UPS-SCS

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.**



More than 150 lbs. and/or on a pallet

**Proheat RGA number and Proheat Heater part number along with "HEATER WARRANTY RETURN" must be clearly written on the Freight bill, Customs Invoice and Packing list.**

**Shipments received without this information will be rejected.**

Ship collect via FedEx Freight on Account 389849731

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**

Proheat Warranty Contact:

Wayne Tarling

T: 604.303.2823

F: 604.279.2203

SeaStar Solutions Customs and Traffic Contacts

Brian Sell

Min Li

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F: 604.303.2896