



SeaStar Solutions®
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September 2017

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

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, Customs Invoice 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 Standard Ground Service on Account Number 8AX357

Ship to:

Proheat Warranty Returns
c/o Carson International
925 Boblett Street, Bldg. B
Blaine, WA
98230



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, Customs Invoice and Packing list.

Ship collect via FedEx Freight on Account 790663705

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

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T: 604.270.6899 x 329

F: 604.303.2896

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