



## **RMA PROCEDURES**

All Port-A-Cool® units, parts, or materials being returned to Port-A-Cool, L.L.C. for warranty replacement or repair require an **RMA** (Returned Merchandise Authorization) number.

There are two methods for replacing warranty parts:

1. The distributor may fax a completed request form to Technical Support for an RMA number to return the defective part.  
The distributor may purchase the part with an RMA number and will only be charged for the cost of the part, not for the shipping. When the defective part is returned, the distributor's account will be credited for the cost of the part.
2. The distributor may fax a completed request form to Technical Support for an RMA number to return the defective part. Once the part is received a replacement part will be shipped at no charge.

Information needed for an RMA number:

The UNIT serial number.

The UNIT model number (PAC2K363S).

The part number or description of the part needing replacement.

Reason for return.

Only major component parts need an RMA number; i.e. fans, motors, pumps and some plumbing parts.

For replacement of small parts, the serial and model numbers are required, but the parts do not need to be returned.

**Port-A-Cool Sales & Rentals**  
**912 S. Andreasen Drive, Ste 105**  
**Escondido, CA 92029**

**Call 800-747-9591 for phone support**  
**or fax RMA request to 760-743-0791**