



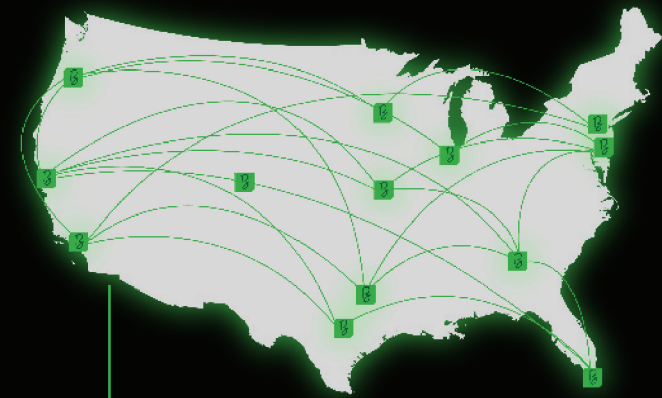
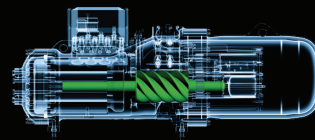
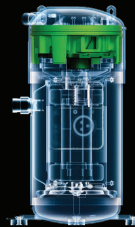
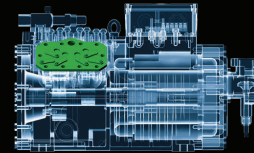
RETURN MATERIAL AUTHORIZATION (RMA) AND CORE CHARGES

Your account or credit card will be charged on day of shipment for the service compressor, but we will delay charging your core deposit for at least ten business days. Once you receive your service compressor, call or email our returns department to request an RMA (rma@bitzerus.com). We will schedule a truck to pick-up the core, and BITZER will pay the freight back to the factory.

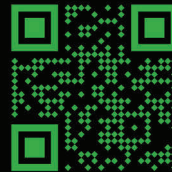
We will issue a credit against your core charge as soon as we receive the failed compressor. If returned in a timely manner, you should see an offsetting credit before the charge is due.

WARRANTY CLAIMS

If your compressor fails within one year of installation*, BITZER will conduct a Tear-Down Inspection (TDI) to determine why the compressor failed. We will provide you a full inspection report so you can take the necessary precautions to prevent further failures.



WHERE YOU NEED IT.
WHEN YOU NEED IT.



*One year from installation date if adequate startup documentation provided, otherwise one year from ship date.

BITZER US, Inc. // Flowery Branch, GA
techsupport@bitzerus.com // customerservice@bitzerus.com
TEL (770) 503-9226 // FAX (770) 503-9440

BITZER US
QUICKSHIP PROGRAM
24/7 EMERGENCY REPLACEMENT



SUPERIOR BITZER SERVICE

BITZER's customer service department prides itself on product knowledge and exceeding your expectations. A team member is always available 24/7 to take emergency calls

During normal business hours (8:00am - 6:00pm ET) please call (770) 503-9226 or email us at customerservice@bitzerus.com



THE PROCESS IS SIMPLE.
JUST PROVIDE US:

- ▶ **FAILED COMPRESSOR MODEL NUMBER**
- ▶ **SERIAL NUMBER**
- ▶ **CONTACT NAME / PHONE NUMBER**
- ▶ **EMAIL ADDRESS**
- ▶ **SHIP-TO ADDRESS**
- ▶ **DOCK HOURS OF OPERATION**
- ▶ **LIFTGATE NEEDED? YES / NO**
- ▶ **CREDIT CARD NUMBER**
*If you don't have an open account
- ▶ **DESIRED DELIVERY DATE**

TRAINING

BITZER conducts compressor training seminars October through April at its Atlanta area training center. We offer two-day courses covering Screw, Scroll, and Recip Compressors. For the schedule of training seminars, please scan the QR code below to see more information.



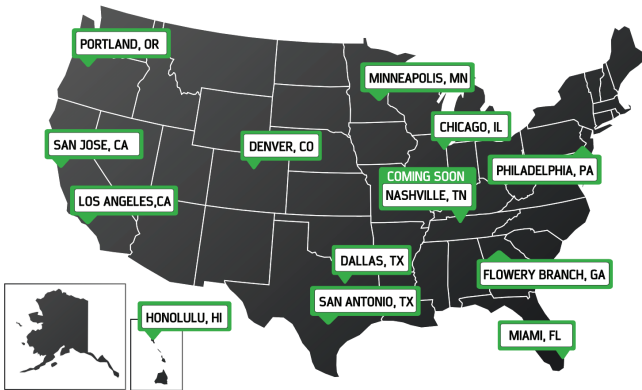
APPLICATION ENGINEERING SUPPORT

BITZER's Application Engineers are available to assist you with trouble-shooting, sizing, and selecting the best product choice for your application.

If you are in need of assistance please email technical support at techsupport@bitzerus.com



QUICKSHIP PROGRAM LOCATIONS



- ▶ **Chicago, IL**
- ▶ **Dallas, TX**
- ▶ **Honolulu, HI**
- ▶ **Denver, CO**
- ▶ **Los Angeles, CA**
- ▶ **Miami, FL**
- ▶ **Minneapolis, MN**
- ▶ **Nashville, TN (Coming Soon)**
- ▶ **Philadelphia, PA**
- ▶ **Portland, OR**
- ▶ **San Antonio, TX**
- ▶ **San Jose, CA**
- ▶ **Flowerly Branch, GA (manufacturing)**