



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 to Port-A-Cool, L.L.C.. 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 to Port-A-Cool, L.L.C.. Once the part is received by Port-A-Cool, L.L.C. 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 to Port-A-Cool, L.L.C..

For warranty replacement parts please complete the attached RMA Number Request Form and fax to PORT-A-COOL® Technical Support at 936/598-1431. Call Rochelle Garrett 888-266-5243 if you have any questions.

Shipping Address:

Port-A-Cool, L.L.C.
721 FM 2468
Center, TX 75935

Mailing Address:

Port-A-Cool, L.L.C.
P.O. Box 2167
Center, TX 75935



RMA Number Request Form

Fax this form to Parts/Technical Support Dept. at 936/598-1431.
Call 888-266-5243 for assistance.

Date: _____

Distributor _____
Address _____

Ship to: _____

Contact Name _____
Phone Number _____
Fax Number _____

Contact Name _____
Phone Number _____
Fax Number _____

Model or Part Number*	Serial #	Reason for Return
1.		
2.		
3.		
4.		
5.		
6.		

* list serial number for unit Repair/Return or Part Number for replacement parts.

Please Circle One Action

- Credit/Return** – distributor purchases parts and will be credited when defective parts are returned.
When placing order, please include RMA and serial numbers on your purchase order.
- Hold/Return** – replacement parts are held until defective parts are returned.
- Repair/Return** – pertains to units only. Units are repaired and returned.

- Ship all returns FREIGHT PREPAID to: Port-A-Cool®, 721 FM 2468, Center, TX 75935.
- All boxes or units must be marked with the RMA number.

For Internal Use Only	
RMA # _____	DATE COMPLETED _____
ISSUED BY: _____	DM _____
NOTES: _____	

