



OWNER'S MANUAL  
AIR  
CONDITIONER

Please read this manual carefully before operating your set and retain it for future reference. 804109817

**READ THIS MANUAL**

Inside you will find many helpful hints on how to use and maintain your air conditioner properly. Just a little preventive care on your part can save you a great deal of time and money over the life of your air conditioner. You'll find many answers to common problems in the chart of troubleshooting tips. If you review our chart of Troubleshooting Tips first, you may not need to call for service at all.

**PRECAUTION**

- Contact a service center.
- The air conditioner is not intended for use by young children or invalids without supervision.
- Young children should be supervised to ensure that they do not play with the air conditioner.
- When the power cord is to be replaced, replacement work shall be performed by authorized personnel only using only genuine replacement parts.
- Installation work must be performed in accordance with the National Electric Code by qualified and authorized personnel only.

**Safety Precautions**

To prevent injury to the user or other people and property damage, the following instructions must be followed. **Incorrect operation due to ignoring instruction will cause harm or damage. The seriousness is classified by the following indications.**

**WARNING** This symbol indicates the possibility of death or serious injury.

**CAUTION** This symbol indicates the possibility of injury or damage to properties only.

Meanings of symbols used in this manual are as shown below.

	<b>Be sure not to do.</b>
	<b>Be sure to follow the instruction.</b>

**WARNING**

**Installation**

- Don't use a power cord, a plug, or a loose socket which is damaged.**
  - Otherwise, it may cause a fire or electrical shock.
- Always plug into a grounded outlet.**
  - Otherwise, it may cause a fire or electrical shock.
- Do not modify or extend the power cord length.**
  - It will cause electric shock or fire due to heat generation.

- Do not disassemble or modify products.**
  - It may cause failure and electric shock.
- Be caution when unpacking and installing.**
  - Sharp edges may cause injury.
- Do not store flammables like gasoline, benzene, thinner, etc. near the air conditioner**
  - It may cause explosion or fire.



- Do not place heavy object on the power cord and take care so that the cord should not be pressed.**
  - There is danger of fire or electric shock.
- Do not share the outlet with other appliances.**
  - It will cause electric shock or fire due to heat generation.
- Take the power plug out if necessary, holding the head of the plug and do not touch it with wet hands.**
  - Otherwise, it may cause a fire or electrical shock.



**Operation**

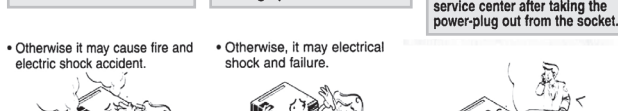
- Do not place heavy object on the power cord and take care so that the cord should not be pressed.**
  - There is danger of fire or electric shock.
- Do not place the power cord near a heater.**
  - It may cause fire and electric shock.
- Do not allow water to run into electric parts.**
  - It will cause failure of machine or electric shock.
- Use a soft cloth to clean. Do not use wax, thinner, or a strong detergent.**
  - The appearance of the air conditioner may deteriorate, change color, or develop surface flaws.



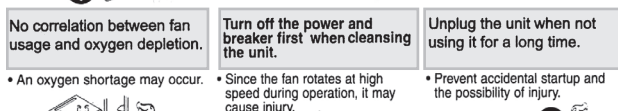
- Unplug the unit if strange sounds, odors, or smoke come from it.**
  - Otherwise it may cause fire and electric shock accident.
- Do not open the suction inlet grill of the product during operation.**
  - Otherwise, it may electrical shock and failure.
- If water enters the product, turn off the power switch of the main body of appliance. Contact service center after taking the power-plug out from the socket.**
  - It will cause electric shock or fire due to heat generation.



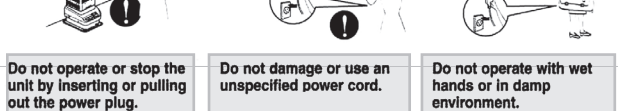
- No correlation between fan usage and oxygen depletion.**
  - An oxygen shortage may occur.
- Turn off the power and breaker first when cleansing the unit.**
  - Since the fan rotates at high speed during operation, it may cause injury.
- Unplug the unit when not using it for a long time.**
  - Prevent accidental startup and the possibility of injury.



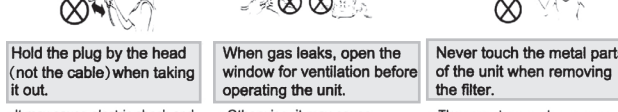
- Do not operate or stop the unit by inserting or pulling out the power plug.**
  - It will cause electric shock or fire due to heat generation.
- Do not damage or use an unspecified power cord.**
  - It will cause electric shock or fire.
- Do not operate with wet hands or in damp environment.**
  - It will cause electric shock.



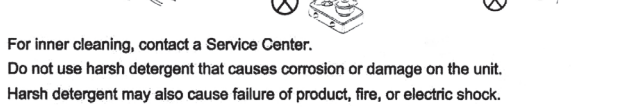
- Hold the plug by the head (not the cable) when taking it out.**
  - It may cause electric shock and damage.
- When gas leaks, open the window for ventilation before operating the unit.**
  - Otherwise, it may cause explosion, and a fire.
- Never touch the metal parts of the unit when removing the filter.**
  - They are sharp and may cause injury.



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  - It will cause electric shock or fire due to heat generation.
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  - They are sharp and may cause injury.



For inner cleaning, contact a Service Center. Do not use harsh detergent that causes corrosion or damage on the unit. Harsh detergent may also cause failure of product, fire, or electric shock.

**CAUTION**

**Installation**

Install the product so the exhaust and noise are not aimed directly at the neighbors. Follow installation instructions exactly.

- Be considerate.
- Otherwise, it may cause vibration or water leakage.



**Operation**

- Do not use this appliance for special purposes such as cooling pets, foods, precision machinery, or objects of art**
  - It is an air conditioner, not a precision refrigeration system.
- Do not block the inlet or outlet of air flow.**
  - It may cause product failure.
- Use a soft cloth to clean. Do not use wax, thinner, or a strong detergent.**
  - The appearance of the air conditioner may deteriorate, change color, or develop surface flaws.



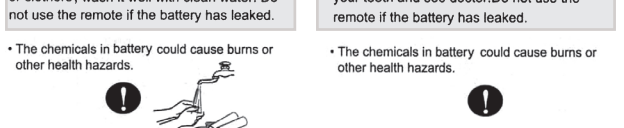
- Do not step on the indoor/outdoor unit and do not put anything on it.**
  - It may cause an injury through dropping of the unit or falling down.
- Always insert the filter securely. Clean it every two weeks.**
  - Operation without filters will cause failure.
- Do not drink water drained from air conditioner.**
  - It contains contaminants and will make you sick.



- Be cautious not to touch the sharp edges when installing.**
  - It may cause injury.
- Instead of running air conditioning constantly, open a window for fresh air occasionally.**
  - You will feel better.
- Do not insert the hands or bars through the air inlet or outlet during operation.**
  - Otherwise, it may cause personal injury.



- If the liquid from the battery gets onto your skin or clothes, wash it well with clean water. Do not use the remote if the battery has leaked.**
  - The chemicals in battery could cause burns or other health hazards.
- If you eat the liquid from the battery, brush your teeth and see doctor. Do not use the remote if the battery has leaked.**
  - The chemicals in battery could cause burns or other health hazards.



**Before Operation**

**Preparing for Operation**

- Contact an installation specialist for installation.
- Plug in the power plug properly.
- Use a dedicated circuit.
- Do not use an extension cord.
- Do not start/stop operation by plugging/unplugging the power cord.
- If the cord/plug is damaged, replace it with only an authorized replacement part.

**Usage**

- Being exposed to direct airflow for an extended period of time could be hazardous to your health.
- No correlation between fan usage and oxygen depletion.
- Do not use this air conditioner for non-specified special purposes (e.g. preserving precision devices, food, pets, plants, and art objects). Such usage could damage the items.

**Cleaning and Maintenance**

- Do not touch the metal parts of the unit when removing the filter. Injuries can occur when handling sharp metal edges.
- Do not use water to clean inside the air conditioner. Exposure to water can destroy the insulation, leading to possible electric shock.
- When cleaning the unit, first make sure that the power and breaker are turned off. The fan rotates at a very high speed during operation. There is a possibility of injury if the unit's power is accidentally triggered on while cleaning inner parts of the unit.

**Service**

For repair and maintenance, contact a Service Center.

**Introduction**

**Symbols Used in this Manual**

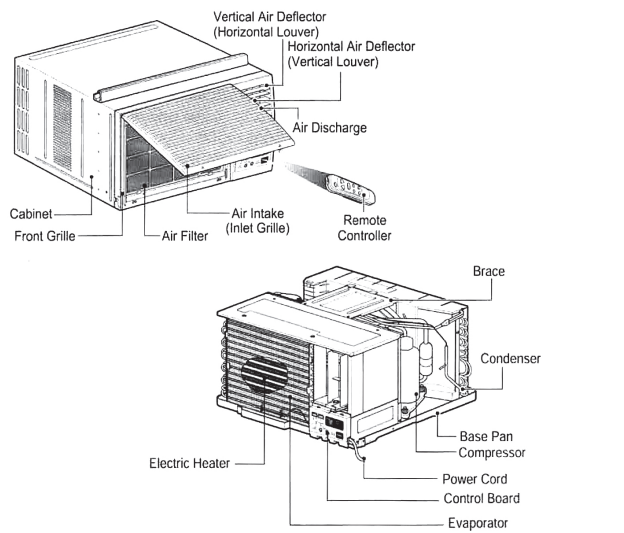
- Warning symbol:** This symbol alerts you to the risk of electric shock.
- Caution symbol:** This symbol alerts you to hazards that could cause harm to the air conditioner.

**NOTICE** This symbol indicates special notes.

**Features**

**WARNING**

This appliance should be installed in accordance with the National Electric Code.



The images shown here are for illustrative purposes only and may be subject to change.

**Electrical Safety**

**Electrical Data**

230V~	Power cord may include a current interrupter device. A test and reset button is provided on the plug case. The device should be tested on a periodic basis by first pressing the TEST button and then the RESET button. If the TEST button does not trip or if the RESET button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.
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**NOTICE**

Use Wall Receptacle	Power Supply
	Use 20 AMP, time delay fuse or 20 AMP, circuit breaker.
Standard 250 V, 3-wire grounding receptacle rated 20 A, 250 V AC	

**WARNING**

**USE OF EXTENSION CORDS**  
RISK OF FIRE could cause serious injury or death. DO NOT use an extension cord with this window air conditioner. DO NOT use surge protectors or multi-outlet adapters with this window air conditioner.

**WARNING**

**Never push the test button during operation**  
Otherwise this plug can be damaged. Do not remove, modify, or immerse this plug. If this device trips, the cause should be corrected before further use.

**CAUTION**

The conductors inside this cord are surrounded by shields, which monitor leakage current. These shields are not grounded. Periodically examine the cord for any damage. Do not use this product in the event the shields become exposed. Avoid shock hazard. This unit cannot be user-serviced. Do NOT open the tamper-resistant sealed portion. All warranties and performance will be voided. This unit is not intended to be used as an ON/OFF switch.

**IMPORTANT (PLEASE READ CAREFULLY)**

**FOR THE USER'S PERSONAL SAFETY, THIS APPLIANCE MUST BE PROPERLY GROUNDED**

The power cord of this appliance is equipped with a three-prong (grounding) plug. Use this with a standard three-slot (grounding) wall power outlet to minimize the hazard of electric shock. The customer should have the wall receptacle and circuit checked by a qualified electrician to make sure the receptacle is properly grounded.

**DO NOT CUT OR REMOVE THE THIRD (GROUND) PRONG FROM THE POWER PLUG.**

**A. SITUATIONS WHEN THE APPLIANCE WILL BE DISCONNECTED OCCASIONALLY**

Because of potential safety hazards, we strongly discourage the use of an adapter plug. However, if you wish to use an adapter, a TEMPORARY CONNECTION may be made. Use UL-listed adapter, available from most local hardware stores. The large slot in the adapter must be aligned with the large slot in the receptacle to assure a proper polarity connection.

**CAUTION**

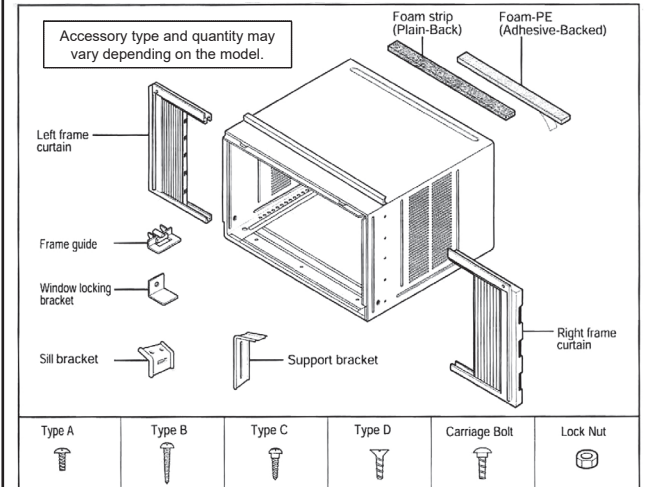
Attaching the adapter ground terminal to the wall receptacle cover screw does not ground the appliance unless the cover screw is metal, and not insulated, and the wall receptacle is grounded through the house wiring. The customer should have the circuit checked by a qualified electrician to make sure the receptacle is properly grounded.

Disconnect the power cord from the adapter, using one hand on each. Otherwise, the adapter ground terminal might break. DO NOT USE the appliance with a broken adapter plug.

**B. SITUATIONS WHEN THE APPLIANCE WILL BE DISCONNECTED OFTEN.**

Do not use an adapter plug in these situations. Unplugging the power cord frequently can lead to an eventual breakage of the ground terminal. The wall power outlet should be replaced by a three-slot (grounding) outlet instead.

**Installation**



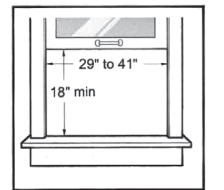
- Have the following tools (not supplied) available for installation:
- Phillips head screwdriver
  - Scissors or knife
  - Pencil
  - Adjustable Wrench
  - Ruler
  - Level
  - Flat-blade screwdriver

**Window Requirements**

**NOTICE**

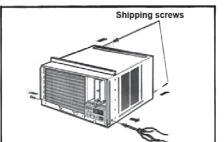
All supporting parts should be secured to firm wood, masonry, or metal.

- This unit is designed for installation in standard double hung windows with actual opening widths from 29" to 41". The top and bottom window sashes must open sufficiently to allow a clear vertical opening of 18" from the bottom of the upper sash to the window stool.
- The stool offset (height between the stool and sill) must be less than 1 1/4".

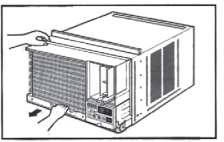


**Preparation Of Chassis**

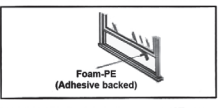
- Remove 4 screws which fasten the cabinet at both sides and at the back. (Keep the screws for later use.)



- Slide the unit from the cabinet by gripping the base pan handle and pulling forward while bracing the cabinet.



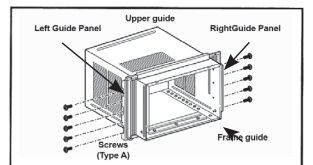
- Cut the window sash seal to the proper length. Peel off the backing and attach the Foam-PE (adhesive backed) to the underside of the window sash.



- Insert the frame guides into the bottom of the cabinet.



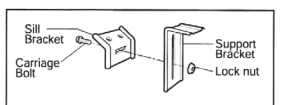
- Insert the frame curtain into the upper guide and frame guides.



- Fasten the curtains to the unit with 10 Type A screws.

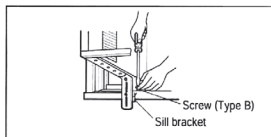
**Cabinet Installation**

- Open the window. Mark a line on the center of the window stool. Loosely attach the sill bracket to the support bracket using the carriage bolt and the lock nut.

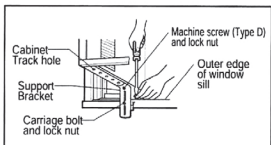


## Cabinet Installation

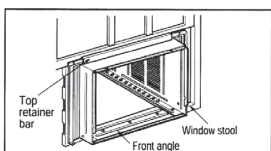
2. Attach the sill bracket to the window sill using the screws (Type B). Carefully place the cabinet on the bottom front and align the center mark on the window sill with the center hole marked window stool.



3. Using the screw (Type D) and the lock nut, attach the support bracket to the cabinet track hole. Use the first track hole after the sill bracket on the outer edge of the window sill. Tighten the carriage bolt and the lock nut. Be sure the cabinet slants outward.



4. Pull the bottom window sash down behind the top retainer bar until they meet.

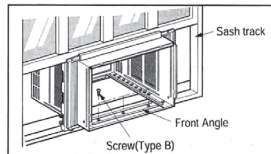


### CAUTION

Do not drill a hole in the bottom pan. The unit is designed to operate with approximately 1/2" of water in bottom pan.

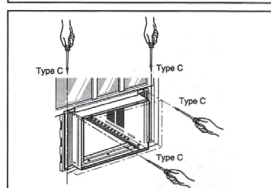
### NOTICE

1. Do not pull the window sash down so tightly that the movement of frame curtain is restricted. Attach the cabinet to the window stool by driving the screws (Type B) through the cabinet into window stool.

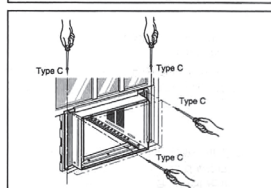


2. The cabinet should be installed with a very slight tilt downward toward the outside.

3. Pull each frame curtain fully to each window sash track, and pull the bottom window sash down behind the top retainer bar until it meets.



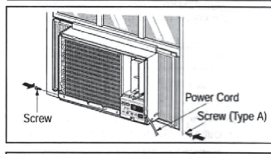
4. Attach each frame curtain the window sash by using screws (Type C).



5. Slide the unit into the cabinet.

### CAUTION

For security purpose, reinstall screws (removed from cabinet) at cabinet's sides.



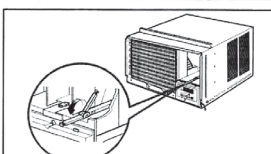
6. Cut the foam-strip (Not adhesive backed) to the proper length and insert between the upper window sash and the lower window sash.



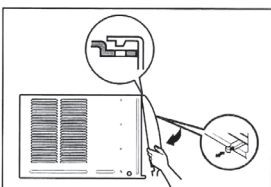
7. Attach the Window locking bracket with a screw (Type C).



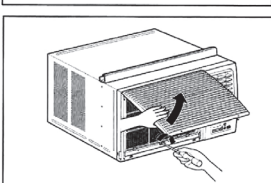
8. Before installing the front grille, pull out the vent control lever located above the unit control knobs, as shown.



9. Attach the front grille to the cabinet by inserting the tabs the grille into the slots on the front the cabinet. Push the grille in until it snaps into place.



10. Lift the inlet grille and secure it with a Type A screw through the front grille.



Window installation of room air conditioner is now completed. See ELECTRICAL DATA for attaching power cord to electrical outlet.

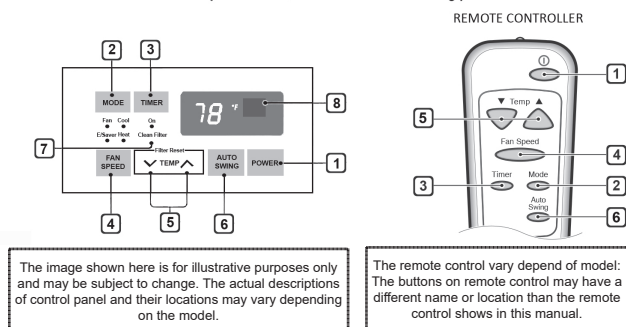
**IMPORTANT INFORMATION**  
Do not drill holes in the product. Drilling holes in the product can cause the air conditioner to not function properly.

The image shown here is for illustrative purposes only and may be subject to change.

## Operating Instructions

### Remote control

The remote control and control panel will look like one of the following pictures.



**1 POWER**  
Operation starts when this button is pressed and stops when you press the button again.

**2 OPERATION MODE SELECTOR**  
Push the MODE button to rotate between Energy Saver / Cool / Fan / Heat.

**Energy Saver** - The fan stops when the compressor stops cooling. Approximately every 3 minutes the fan will turn on and check the room air temperature if cooling is needed.

**Cool** - Compressor runs and cools the room. Use the  $\Delta$  /  $\nabla$  and FAN buttons to set the desired temperature and circulation fan speed.

**Fan** - Fan circulates air but compressor does not run. Use the FAN button to set the desired fan speed.

**Heat** - Heater runs and heats the room.

**3 ON/OFF TIMER**  
**Delay ON** - when the air conditioner is off, it can be set to automatically turn on from 1 to 24 hours at its previous mode and fan settings.  
**Delay OFF** - when the air conditioner is on, it can be set to automatically turn off from 1 to 24 hours.

**4 FAN SPEED SELECTOR**  
Use to set the fan speed to **Low (F1)**, **High (F2)**.

**5 TEMPERATURE CONTROL**  
The thermostat monitors room temperature to maintain the desired temperature. The thermostat can be set between 60°F - 86°F (16°C - 30°C).

**6 AUTO SWING**  
This button can automatically control the air flow direction.

**7 CLEAN FILTER**  
'Clean Filter' LED will light up to notify you that your filter needs to be cleaned. After cleaning the filter, press "Temp  $\Delta$   $\nabla$ " together to turn off 'Clean Filter' light. (Filter reset must be done from unit control panel not remote control).

**8 Remocon Signal Receiver**  
A slight heat odor may come from the unit when first switching to HEAT after the cooling season is over. This odor, caused by fine dust particles on the heater, will dissipate quickly.

**NOTICE**  
This feature is a reminder to clean the Air Filter (See Maintenance) for more efficient operation. The LED (light) will illuminate after 250 hours of operation.

**AUTO RESTART**  
During operation in failure of electric power, the unit runs as previous setting operation.

**ENERGY SAVER**  
The unit defaults to Energy Saver mode each time the unit is switched on except restoration after an electrical power outage and fan mode.

**CAUTION**  
The remote controller will not function properly if strong light strikes the sensor of the air conditioner or if there are obstacles between the remote controller and the air conditioner.

### Inserting the Remote (Batteries Not Supplied)

1. Push out the cover on the back of the remote control with your thumb.
2. Pay attention to polarity and insert one new AAA 1.5V battery.
3. Reattach the cover.

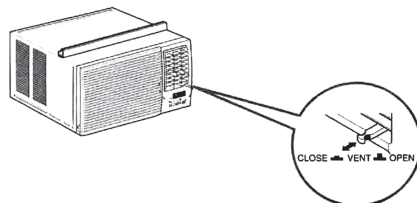
**NOTICE**  
Do not use rechargeable battery. Make sure that the battery is new. Do not mix alkaline, standard (Carbon-zinc) or rechargeable (Nickel-cadmium) battery.

- In order to prevent discharge, remove the batteries from the remote control if the air conditioner is not going to be used for an extended period of time. Keep the remote control away from extremely hot or humid places. To maintain optimal operation of the remote control, the remote sensor should not be exposed to direct sunlight.



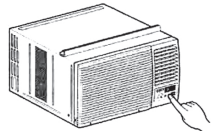
### Ventilation

The ventilation lever must be in the CLOSE position in order to maintain the best cooling conditions. When fresh air is necessary in the room, set the ventilation lever to the OPEN position. The damper is opened and room air is drawn out.



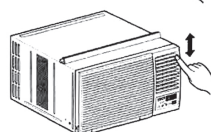
### Air Direction

The direction of air can be controlled wherever you want to cool adjusting the horizontal lower and the vertical lower.



**HORIZONTAL AIR-DIRECTION CONTROL**  
To control horizontal direction of air flow, set to the ON position the air-swing switch and the air flow will be swept horizontally by the automatic air-swing system.

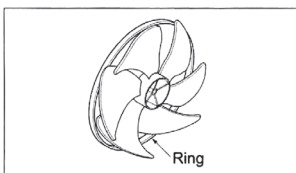
If you want to stop the air flow from moving, switch off the air swing switch at the desired position of the vane.



**VERTICAL AIR-DIRECTION CONTROL**  
The vertical air direction is adjusted by moving the horizontal lower.

### Additional Features

**Slinger Fan**  
This air conditioner is equipped with a slinger fan. The fan has an outer ring that runs in the water that collects in the base pan if it gets deep. That condensate is then picked up by the fan and expelled through the condenser, making the air conditioner more efficient.

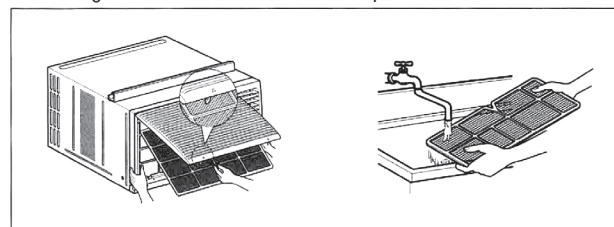


**CAUTION:** Be careful when inserting the drain pipe. Push away from the sharp fin area to avoid slipping injuring yourself.

## Maintenance and Service

### Air Filter

Check the air filter at least twice a month to see if cleaning is necessary. Trapped particles in the filter can build up and block the airflow, reducing cooling capacity and causing an accumulation of frost on the evaporator. To clean the air filter:

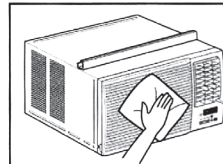


1. Lift the inlet grille upward.
2. Remove the air filter from the front grille by pulling the air filter up slightly.
3. Wash the filter using lukewarm water below 40°C (104 °F).
4. Gently shake the excess water from the filter and replace.

### Cleaning The Air Conditioner

The front grille and inlet grille may be wiped with a cloth dampened in a mild detergent solution. The cabinet may be washed with mild soap or detergent and lukewarm water, then polished with liquid wax for Appliances.

To ensure continued peak efficiency, the condenser coils (outside of unit) should be checked periodically and cleaned if clogged with soot or dirt from the atmosphere.



### Common Problems and Solutions

#### Before Calling for Service

If you have problems with your air conditioner, read the following information and try to solve the problem. If you cannot find a solution, turn off the air conditioner and Contact a service center.

**Air conditioner does not operate**  
1. Ensure that the air conditioner is plugged into an outlet of the proper voltage and amperage.  
2. Check the fuse or circuit breaker.  
3. Check whether the voltage is unusually high or low.

**Air does not feel cold enough on the cooling setting**  
1. Ensure that the temperature settings are correct.  
2. Check to see if the air filter is clogged with dust. If so, clean the filter.

3. Ensure that the air flow from the outside is not obstructed and that there is a clearance of over 20" between the back of the air conditioner and the wall or fence behind it.  
4. Close all doors and windows and check for any source of heat in the room.

### Water drip from the rear of the unit

You see water dripping from the rear of the unit. Water may be collected in the base pan in highly humid conditions or on rainy days. This water overflows and drips from the rear of the unit.

### Normal Sound

#### High pitched Chatter

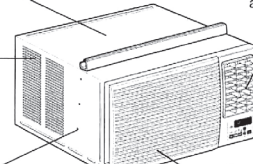
Today's high efficiency compressors may have a high pitched chatter during the cooling cycle.

#### Sound of Rushing Air

At the front of the unit, you may hear the sound of rushing air being moved by the fan.

#### Pinging or Swishing

Droplets of water hitting condenser during normal operation may cause "pinging or swishing" sounds.



**Vibration**  
Unit may vibrate and make noise because of poor wall or window construction or incorrect installation.

**Gurgling/Hiss**  
"Gurgling or hissing" noise may be heard due to refrigerant passing through evaporator during normal operation.

### Troubleshooting

The air conditioner may be operating abnormally when:

Problem	Possible Causes	What To Do
Air conditioner does not start	The air conditioner is unplugged. The fuse is blown/circuit breaker is tripped. Power failure.	Make sure the air conditioner plug is pushed completely into the outlet. Check the house fuse/circuit breaker box and replace the fuse or reset the breaker. If power failure occurs, turn the mode control to Off. When power is restored, wait 3 minutes to restart the air conditioner to prevent tripping of the compressor overload.
Air conditioner does not cool as it should	The current interrupter device is tripped. Airflow is restricted. The temp control may not be set correctly. The air filter is dirty.	Press the <b>RESET</b> button located on the power cord plug. If the <b>RESET</b> button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician. Make sure there are no curtains, blinds, or furniture blocking the front of the air conditioner. In <b>COOL</b> model, press the <b>DECREASE</b> pad. Clean the filter at least every 2 weeks. See the care and Maintenance section.
Air conditioner freezing up	The room may have been hot. Cold air is escaping. Cooling coil have iced up.	When the air conditioner is first turned on, you need to allow time for the room to cool down. Check for open furnace floor registers and cold air returns. See Air Conditioner Freezing Up below.
Water drips outside	The cooling coils are iced over.	Ice may block the air flow and obstruct the air conditioner from properly cooling the room. Set the mode control at <b>High Fan</b> or <b>High Cool</b> .
Water drips indoors	Hot, humid weather.	This is normal.
Water collects in base pan	The air conditioner is not tilted to the outside. Moisture removed from air and drains into base pan.	For proper water disposal, make sure the air conditioner slants slightly from the case front to the rear. This is normal for a short period in areas with little humidity; normal for a longer period in very humid areas.
Air conditioner turns on and off rapidly	Dirty air filter - air restricted. Outside temperature extremely hot.	Clean air filter. Set <b>FAN</b> speed to a faster setting to bring air through cooling coils more frequently.
Noise when unit is cooling	Air movement sound. Window vibration - poor installation.	This is normal. If too loud, set to lower <b>FAN</b> setting. Refer to installation instructions or check with installer.
Remote Sensing Deactivating Prematurely	Remote control not located within range. Remote control signal obstructed.	Place remote control within 20 feet & 120° radius of the front of the unit. Remove obstruction.
Room too cold	Set temperature too low.	Increase set temperature.

\* If you see "CH" in the display, please call a service center.

### REFURBISHED PRODUCT LIMITED THIRTY DAY WARRANTY

The **Refurbished Product Service Center** offers the following WARRANTY to the ORIGINAL purchaser of a product which we have refurbished.

This product that has been refurbished is warranted against any electronic or mechanical defects for a period of THIRTY DAYS from the date of the original purchase by the consumer. Since this unit was sold as a refurbished item, the warranty does not apply to any cosmetic appearance items such as scratches. Should a defect occur, the **Refurbished Product Service Center** will repair or, at its option, replace defective unit/parts with new or rebuilt materials without charge for either parts or labor. Replacement unit/parts will be warranted for the remaining portion of the original warranty period.

This warranty does not cover installation or damage from accident, misuse, abuse, improper wiring, incorrect voltage, operating the unit against the instructions in the owner's manual or any product which has been opened, altered, or tampered with.

This warranty does not cover costs for removal and/or installation of the unit for repair. Under no circumstances shall the service center be liable for any special, incidental or consequential damages or for any other expenses incurred by reason of use or sale of this product. This warranty is in lieu of any other warranties expressed or implied warranty of merchantability of fitness for particular use or otherwise.

This warranty gives the consumer specific legal rights and they may also have other rights which vary from State to State. Some States do not follow the exclusion or limitation of incidental or consequential damages, hence the above exclusion and limitations may not apply.

**Refurbished Product Service Center**  
13225 Marquardt Avenue Santa Fe Springs, CA 90670

### WARRANTY REPAIR INFORMATION

If you need service on your unit during the 30 day warranty period, please go to [www.ConsumerServiceRefurbish.com](http://www.ConsumerServiceRefurbish.com) or call the Refurbished Product Service Center at 562-946-3531 to obtain the required claim number. Once you obtain your claim number, pack the unit properly (the original carton is ideal for this purpose) along with a copy of your purchase receipt. Send the unit freight prepaid and insured to:

**Refurbished Product Service Center,**  
Attn: Customer Service Department 13225 Marquardt Avenue Santa Fe Springs, CA 90670

Your unit will be promptly exchanged and returned to you. We will refuse to accept delivery of the returned unit unless the assigned claim number appears on the outside of the shipping carton.

**Owner's Information**  
(Keep for your permanent records)

NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_  
PHONE: \_\_\_\_\_ E-MAIL: \_\_\_\_\_  
MODEL: \_\_\_\_\_ SERIAL NO.: \_\_\_\_\_

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