

**IMPORTANT SAFETY INFORMATION** 804109882  
**READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE**

**▲WARNING** For your safety, the information in this manual must be followed to minimize the risk of fire, electric shock or personal injury.

- Use this appliance only for its intended purpose as described in this Owner's Manual.
- This air conditioner must be properly installed in accordance with the Installation Instructions before it is used.
- Never unplug your air conditioner by pulling on the power cord. Always grip plug firmly and pull straight out from the receptacle.
- Replace immediately all electric service cords that have become frayed or otherwise damaged. A damaged power supply cord must be replaced with a new power supply cord obtained from the manufacturer and not repaired. Do not use a cord that shows cracks or abrasion damage along its length or at either the plug or connector end.
- Turn the unit OFF and unplug your air conditioner before cleaning.
- For your safety...do not store or use combustible materials, gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.
- All air conditioners contain refrigerants, which under federal law must be removed prior to product disposal. If you are getting rid of an old product with refrigerants, check with the company handling disposal about what to do.
- If the receptacle does not match the plug, the receptacle must be changed out by a qualified electrician.
- These R410A air conditioning systems require contractors and technicians to use tools, equipment and safety standards approved for use with this refrigerant. DO NOT use equipment certified for R22 refrigerant only.
- To avoid risk of injury or property damage, the air conditioner should ONLY be serviced by a qualified servicer.

**▲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 adaptors with this Window Air Conditioner.

**HOW TO CONNECT ELECTRICITY**

Do not, under any circumstances, cut or remove the third (ground) prong from the power cord. For personal safety, this appliance must be properly grounded.

**DO NOT use an adapter plug with this appliance.**

The power cord of this appliance is equipped with a 3-prong (grounding) plug which mates with a standard 3-prong (grounding) wall outlet to minimize the possibility of electric shock hazard from this appliance.

Power cord includes 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 while plugged into the outlet. 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 service center.

Have the wall outlet and circuit checked by a qualified electrician to make sure the outlet is properly grounded. Where a 2-prong wall outlet is encountered, it is your personal responsibility and obligation to have it replaced with a properly grounded 3-prong wall outlet.

The air conditioner should always be plugged into its own individual electrical outlet which has a voltage rating that matches the rating plate.

This provides the best performance and also prevents overloading house wiring circuits which could cause a fire hazard from overheated wires.

See the Installation Instructions, **Electrical Requirements** section for specific electrical connection requirements.

**▲WARNING** Chemical Burn Hazard. Keep batteries away from children.

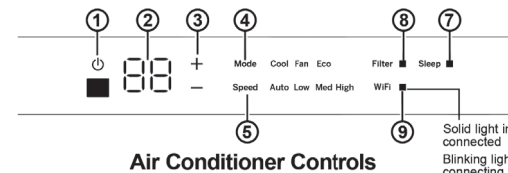
- This product contains a lithium button/coin cell battery. If a new or used lithium button/coin cell battery is swallowed or enters the body, it can cause severe internal burns and can lead to death in as little as 2 hours. Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep it away from children.
- If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
- The cells shall be disposed of properly, including keeping them away from children.
- Even used cells may cause injury.

**READ AND SAVE THESE INSTRUCTIONS**

**USING THE AIR CONDITIONER**

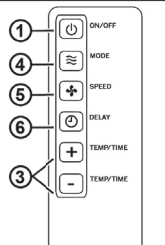
**Controls**

Features and appearance will vary. Lights beside the touch pads on the air conditioner control panel indicate the selected settings.



**Air Conditioner Controls**

Solid light indicates WiFi connected.  
Blinking light indicates connecting.  
See Appliance Communication section in this manual.



**Remote Control**

The actual descriptions of control panel and their locations may vary depending on the model.

The remote control vary depend of model: The buttons on remote control may have a different name or location than the remote control shows in this manual.

- Power Pad**  
Turns air conditioner on and off. When turned on, the display will show the room temperature.
- Display**  
Shows the room temperature or time remaining on the Delay timer. Shows the Set temperature while setting the temperature in Cool or Eco modes.
- Temp and Delay Increase ▲ / Decrease ▼ Pads**  
Use to set temperature or delay time. Temperature can be set in Cool and Eco mode.
- Mode Pad**  
Use to set the air conditioner to Fan Only, Cool, or Eco mode.
- Fan Speed Pad**  
In Cool or Eco mode: Use to set the fan speed to Auto, High, Med or Low on the unit.  
In Fan Only mode: Use to set the fan speed to High, Med, or Low on the unit.
- Delay Pad (set by remote control only)**  
**Delay ON**—When the air conditioner is off, it can be set to automatically come on in 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 in 1 to 24 hours.  
**How to set:**  
Press the Delay pad on the remote control. Each touch of the Increase ▲ / Decrease ▼ pads on the remote control will set the timer in 1-hour intervals.  
To review the remaining time on the Delay timer, press the Delay pad on the remote control. Use the Increase ▲ / Decrease ▼ pads on the remote control to set a new time if desired.  
**To cancel the timer,** press Decrease ▼ pad on the remote control until the set time is zero.
- Sleep Pad (set by air conditioner controls only)**  
The SLEEP mode sets the unit to gradually change settings over an 8 hour period to allow for some increased energy efficiency during sleep hours.  
The SLEEP mode is available only in COOL and FAN only settings.  
Press the SLEEP mode pad and its light will illuminate. The fan indicator will stay at the same setting but the air conditioner will automatically change the FAN speed to low in either COOL or FAN only mode.  
In FAN only mode, the fan will stay in the LOW speed setting for 8 hours. After 8 hours, the air conditioner will resume the settings that were in place before the SLEEP mode pad was pressed.  
In COOL mode, the fan will stay in the LOW speed setting for 8 hours from the time the SLEEP mode pad was pressed. The air conditioner will also raise the set point 2°F in 30 minutes and 2°F more in another 30 minutes where it will remain for the next 7 hours. After 8 hours, the air conditioner will resume the settings that were in place before the SLEEP mode pad was pressed.  
While the unit is in SLEEP mode, pressing any pad will return it to the settings that were in place before the SLEEP mode pad was pressed.
- Filter Reset Pad**  
This feature automatically notifies you that the air filter must be cleaned. The indicator light will come on after 240 hours of operation. Clean the air filter, place it back in the front panel, and press the Filter Reset pad. The light will go off.
- WiFi Connect Pad**  
Enables connection of the air conditioner to the home WiFi.

**Using the Air Conditioner**

**Do Not Operate in Freezing Outdoor Conditions**  
This cool-only air conditioner was not designed for freezing outdoor conditions. It must not be used when the outdoor temperature is below freezing (32°F).

**Control Panel Lights On/Off Feature**  
This air conditioner has a control panel lights on/off feature where its lights will turn off when there is no activity with the controls for over one minute. To wake up the controls, press any pad on the controls and the lights will come on to show the previous settings. To turn this feature off, press and hold the SLEEP pad, on the unit, for 5 seconds. The unit will beep to signal the successful toggle of the feature on and off.

**Remote Control**

- To ensure proper operation, aim the remote control at the signal receiver on the air conditioner.
- The remote control signal has a range of up to 20 feet.
- Make sure nothing is between the air conditioner and the remote control that could block the signal.
- Make sure batteries are fresh and installed correctly as indicated on the remote control.

**Cool Mode**

Use the Cool mode at Low, Med, High or Speed for cooling. Use the Temperature Increase ▲ / Decrease ▼ pads to set the desired temperature between 64°F and 86°F in 1°F increments.

An electronic thermostat is used to maintain the room temperature. The compressor will cycle on and off to keep the room at the set level of comfort. Set the thermostat at a lower number and the indoor air will become cooler. Set the thermostat at a higher number and the indoor air will become warmer.

**NOTE:** If the air conditioner is off and is then turned on while set to a Cool setting or if turned from a fan setting to a Cool setting, it may take approximately 3 minutes for the compressor to start and cooling to begin.

**Cooling Descriptions**

**For Normal Cooling**—Select the Cool mode and High or Med fan with a middle set temperature.

**For Maximum Cooling**—Select the Cool mode and High fan with a lower set temperature.

**For Quieter and Nighttime Cooling**—Select the Cool mode and Low fan with a middle set temperature.

**Eco Mode**  
Controls the fan.  
**ON**—The fan will cycle on and off with the compressor. This may result in wider variations of room temperature and humidity. NOTE: the fan may continue to run for a short time or may pulse intermittently after the compressor cycles off to sample the room air.  
**OFF**—The fan runs all the time, while the compressor cycles on and off.

**Fan Only Mode**  
Use the Fan Only Mode at Low, Med or High fan speed to provide air circulation and filtering without cooling. Since fan-only settings do not provide cooling, a Set temperature cannot be entered. The room temperature will appear in the display.

**Auto Fan Mode**  
Set to Auto for the fan speed to automatically set to the speed needed to provide optimum comfort settings with the set temperature. If the room needs more cooling, the fan speed will automatically increase. If the room needs less cooling, the fan speed will automatically decrease.

**Air Direction**  
Use the levers to adjust the air direction left or right. Tilt the louver bank to adjust up and down.

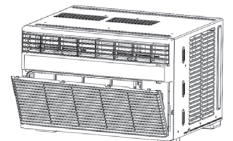


**CARE AND CLEANING**

**Grille and Case**  
Turn the air conditioner off and remove the plug from the wall outlet before cleaning. To clean, use water and a mild detergent. Do not use bleach or abrasives.

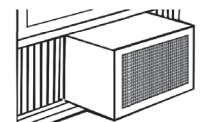
**Air Filter**  
The air filter behind the front grille should be checked and cleaned at least every 30 days or more often if necessary. **▲CAUTION** DO NOT operate the air conditioner without a filter because dirt and lint will clog it and reduce performance.

**To remove:**  
Open the inlet grille by pulling downward on the tabs at the top upper corners of the inlet grille until the grille is in a 45° position. Remove the filter.



Clean the filter with warm, soapy water. Rinse and let the filter dry before replacing it. Do not clean the filter in a dishwasher.

**Outdoor Coils**  
The coils on the outdoor side of the air conditioner should be checked regularly. If they are clogged with dirt or soot, they may be professionally cleaned.



**How to Insert the Battery in the Remote Control**

- Remove the screw on the back of the battery cover.
- Pinch the slide lock and pull the battery tray out at the same time.
- Insert new battery, making sure that the (+) and (-) of battery are installed correctly.
- Reinsert the battery tray and reinstall the screw.

**NOTES:**

- Use one CR 2025 (3V) Lithium battery.
- Remove the battery from the remote control if the system is not going to be used for a long time.

**INSTALLATION INSTRUCTIONS**

**BEFORE YOU BEGIN**

Read these instructions completely and carefully.

- IMPORTANT** — Save these instructions for local inspector's use.
- IMPORTANT** — Observe all governing codes and ordinances.
- Note to Installer** — Be sure to leave these instructions with the Consumer.
- Note to Consumer** — Keep these instructions for future reference.
- Skill level** — Installation of this appliance requires basic mechanical skills.
- Completion time** — Approximately 1 hour
- We recommend that two people install this product.
- Proper installation is the responsibility of the installer.
- Product failure due to improper installation is not covered under the Warranty.
- You MUST use all supplied parts and use proper installation procedures as described in these instructions when installing this air conditioner.

**ELECTRICAL REQUIREMENTS (CONT)**

**▲CAUTION**  
Do not, under any circumstances, cut or remove the third (ground) prong from the power cord. Do not change the plug on the power cord of this air conditioner. Aluminum house wiring may present special problems—consult a qualified electrician.

Power cord includes 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 while plugged into the outlet. 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.

**ELECTRICAL REQUIREMENTS**

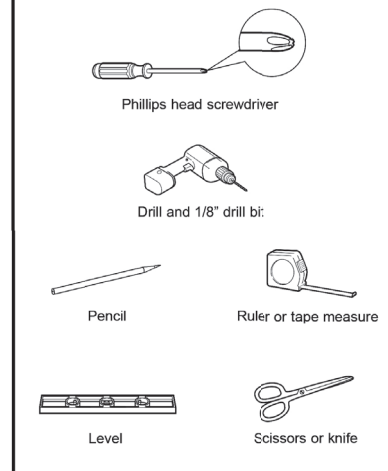
The 3-prong grounding plug minimizes the possibility of electric shock hazard. If the wall outlet you plan to use is only a 2-prong outlet, it is your responsibility to have it replaced with a properly grounded 3-prong wall outlet.

These models require 230/208-volt AC, protected with a time-delay fuse or circuit breaker. These models should be installed on their own single branch circuit for best performance and to prevent overloading house or apartment wiring circuits, which could cause a possible fire hazard from overheating wires.

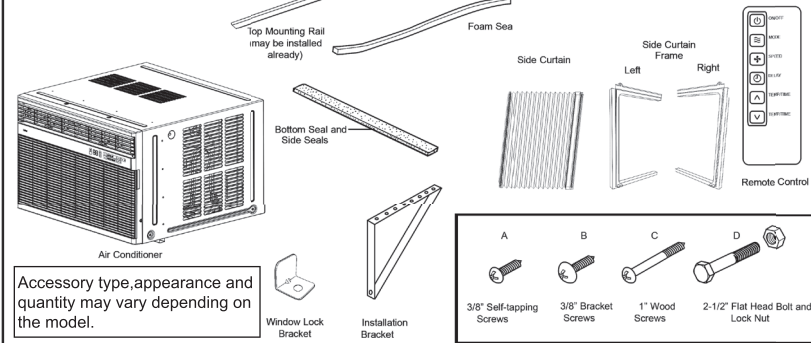
**Model QHM15**  
These models require a 115/120-volt AC, 60-Hz grounded outlet protected with a 15-amp time-delay fuse or circuit breaker.

The 3-prong grounding plug minimizes the possibility of electric shock hazard. If the wall outlet you plan to use is only a 2-prong outlet, it is your responsibility to have it replaced with a properly grounded 3-prong wall outlet.

**TOOLS YOU WILL NEED (NOT SUPPLIED)**



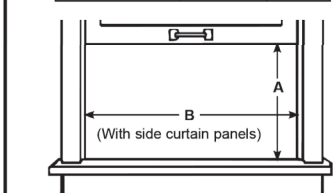
**PARTS INCLUDED (Appearance may vary)**



**1. WINDOW REQUIREMENTS**

- These instructions are for a standard double-hung window. You will need to modify them for other types of windows.
- The air conditioner can be installed without the side curtain panels if needed to fit in a narrow window. See the window opening dimensions.
- All supporting parts must be secured to firm wood, masonry or metal.
- The electrical outlet must be within reach of the power cord.
- Follow the dimensions in the table and illustration for your model.

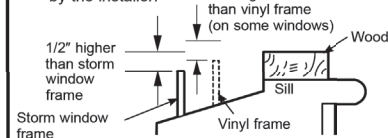
Models	A	B
AHC18 / AHC24	19 1/8" min	30"-39"



**2. STORM WINDOW REQUIREMENTS**

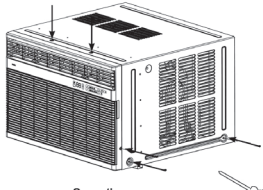
A storm window frame will not allow the air conditioner to tilt toward the outside, and will keep it from draining properly. To adjust for this, attach a piece of wood to the sill.

**WOOD PIECES**  
**WIDTH: 2"**  
**LENGTH:** Long enough to fit inside the window frame.  
**THICKNESS:** To determine the thickness, place a piece of wood on the sill to make it 1/2" higher than the top of the storm window frame or the vinyl frame.



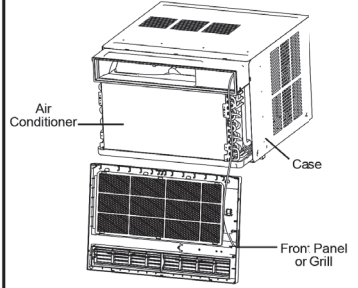
### 3. PREPARE THE AIR CONDITIONER

A. Remove three screws on each side of the case, and two screws from the top. Save the screws for use later.



Save these screws for later use.

B. Insert a flat head screw driver between the front grille and the metal case along the sides. Gently pry the grille from the case.



**NOTE:** Cover the flat head screw driver with tape to prevent scratching the case.

C. The front panel of the air conditioner is corded to the air conditioner. They cannot be separated.

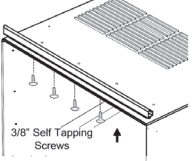
D. While one person holds the front panel, have a second person pull the air conditioner out of the case using the handle on the bottom front of the air conditioner.

E. The air conditioner is very heavy so make sure that it will be resting on a sturdy surface.

### 4. PREPARE THE CASE

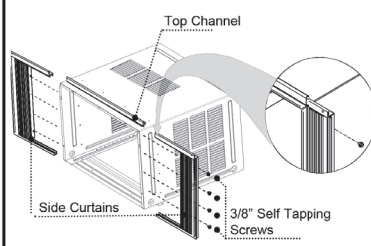
**NOTE:** Attach curtains to the air conditioner before placing the air conditioner in the window.

A. Install top mounting rail (if not already installed) with four type A screws.



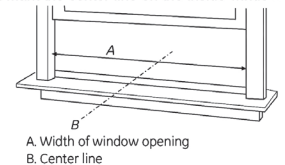
B. Slide left-hand curtain assembly into left end of top and bottom mounting rail. Repeat for right hand curtain assembly.

C. Fasten curtain retainer strips to the sides of the outer case with four type A screws on each side. Use 4 type B screws to secure the side panels in place.

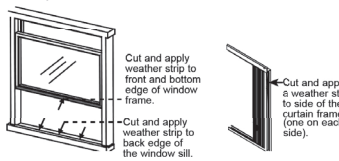


### 5. PREPARE WINDOW FOR INSTALLATION

A. Measure the width of the window opening.  
B. Mark the center line on the inside windowsill.

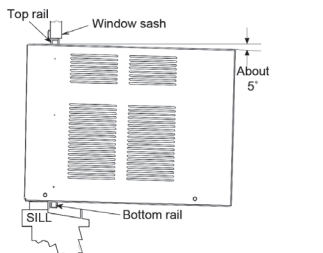


C. Apply the weather seals provided to the bottom, top and sides of the window to the seal around the perimeter of the air conditioner.



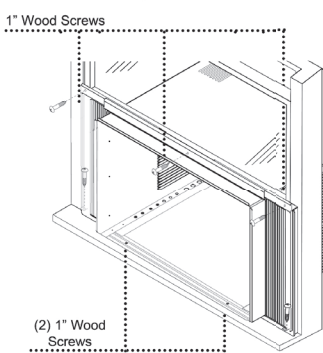
### 6. INSTALL OUTER CASE IN WINDOW

A. Place outer case in window. Lower sash until it rests behind front flange of top mounting rail. Bottom mounting rail must rest behind window sill.



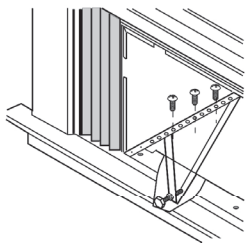
B. Expand the curtain panels to fill the window. Secure with type C wood screw in top and bottom corners. If needed, use drill and 1/8" bit to drill pilot holes for the screws.

C. Use three type C screws to secure the case to the window sill. Drill pilot holes if necessary.

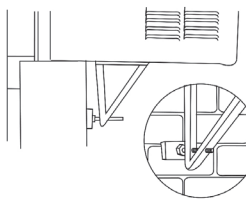


### 6. INSTALL OUTER CASE IN WINDOW (CONT...)

D. Thread nut onto bolt, then thread the bolt into the triangle bracket as shown in the figure below.



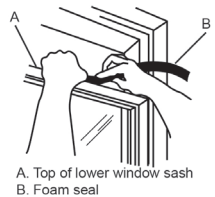
E. Attach triangle bracket onto bottom of case using three type B screws for each bracket. Make sure that the bracket is close enough to the outside wall that the bolt can touch. Adjust bolt so that it is snug against the outside wall.



**NOTE:** A block of wood can be placed behind the bolt and the outside wall if the bolt rests between studs.

### 7. COMPLETE INSTALLATION

A. Insert the foam seal behind the top of the lower window sash and against the glass of the upper window.

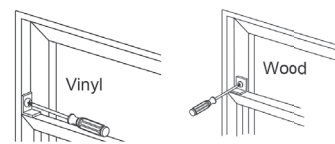


B. Place the window lock bracket as shown. Use a 1/8" drill bit to drill a starter hole through the hole in the window lock bracket and into the upper window.

#### CAUTION

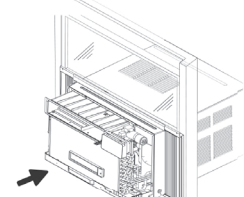
To prevent broken glass or damage to windows, on vinyl or other similarly constructed windows, attach the window locking bracket to the window side jamb with one Type B screw.

C. Attach the window lock bracket to the upper window with a type C screw to secure the window in place.



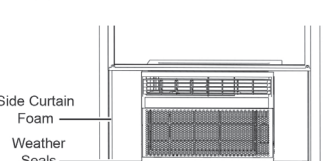
### 8. RETURN CHASSIS TO THE OUTER CASE

A. Once the case is securely attached to the window, reinstall the air conditioner. Have two people lift the air conditioner and slide it into the case. Make sure that the corded front panel is positioned so that it does not interfere with sliding the air conditioner into the case.



B. Snap the front grille back onto the air conditioner. Use the screws removed at the beginning of the installation to secure the grille. Re-use screws from Step 3.

C. Measure and cut adhesive foam backed sheet. Apply over side curtain and frame.



D. Plug into a grounded 3-prong outlet.

**WARNING**

**Electrical Shock Hazard**

Plug into a grounded 3 prong outlet.  
Do not remove ground prong.  
Do not use an adapter.  
Do not use an extension cord.  
Failure to follow these instructions can result in death, fire, or electrical shock.

E. Press RESET on the power supply cord. See Electrical Requirements.

**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.

## TROUBLESHOOTING

Problem	Possible Cause	What To Do
Air conditioner does not start.	The unit is unplugged.	Make sure the air conditioner plug is pushed completely into the outlet.
	The fuse is blown/circuit breaker is tripped.	Check the house fuse/circuit breaker box and replace the fuse or reset the breaker.
	Power Failure.	The unit will automatically restart in the setting last used after the power is restored. There is a protective time delay (approximately 3 minutes) to prevent tripping of the compressor overload. For this reason, the unit may not start normal cooling for 3 minutes after it is turned back on.
Air conditioner does not cool as it should.	The current interrupter device is tripped.	Press RESET button located on the power cord plug. If the RESET button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.
	Indoor airflow is restricted.	Make sure there are not curtains, blinds or furniture blocking the front of the air conditioner.
	The temp control may not be set properly.	Turn the temperature control to a higher number.
	The air filter is dirty.	Clean the filter at least every 30 days. See Care and Cleaning section.
	The room may have been hot.	When the air conditioner is first turned on, you need to allow time for the room to cool down.
Air conditioner freezing up	Cold air is escaping.	Check for open furnace registers and cold air returns.
	Cooling coils have iced up.	See "Air conditioner freezing up" below.
	Ice blocks the air flow and stops the air conditioner from cooling the room.	Set the mode control to High Fan or High Cool with the temperature setting as high as it can be set.
Water drips outside	Hot, humid weather.	This is normal.
Water drips inside	The air conditioner is not tilted to the outside.	For proper disposal, make sure the air conditioner slants slightly from the case front to the rear.
Water collects in base pan	Moisture removed from air and drain into base pan.	This is normal for a short period in areas with little humidity; normal for a longer period in very humid areas.

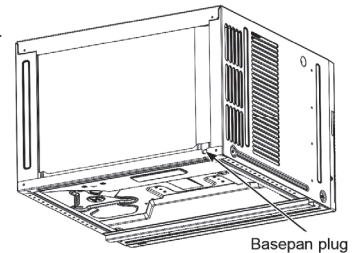
## Normal Operating Sounds

- You may hear a pinging noise caused by water being picked up and thrown against the condenser on rainy days or when the humidity is high. This design feature helps remove moisture and improve efficiency.
- You may hear the thermostat click when the compressor cycles on and off.
- Water will collect in the base pan during high humidity or on rainy days. The water may overflow and drip from the outdoor side of the unit.
- The fan may run even when the compressor does not.
- Water droplets being thrown against the outside coils can make a pinging noise. This helps cool the condenser. You can reduce this noise by removing the subbase water plug. Removing this plug will lower the Energy Efficiency of your unit.

**NOTE:** Do not drill hole in the base pan.

To ensure maximum efficiency it is recommended to check to ensure the rubber drain plug is properly inserted. This plug may be removed during operation to minimize water in the back of the unit; however, removing it will lower the efficiency of your unit.

**NOTE:** Do not drill hole in the base pan.



## WiFi Setup (Some models.)

### GE Appliances WiFi Connect (for customers in the United States)

Please visit [www.GEAppliances.com/connect](http://www.GEAppliances.com/connect) to learn more about connected appliance features, and to learn what connected appliance apps will work with your smart phone.

#### How it Works

Download the GE Appliances App

Use the app to connect your room air conditioner to WiFi

Once connected, use the app to turn down your air conditioner as you leave work.



#### Getting Started

To connect your room air conditioner, you'll need the GE Appliances App. The app will walk you through the connection process. Download the app from iTunes or Google Play.



All connected appliance data is held in strict accordance with the GE Appliances Connected Data Privacy Policy. Visit [geappliances.com/privacy\\_policy\\_connected](http://geappliances.com/privacy_policy_connected) to view this policy.

#### Questions about WiFi Connect

Get answers you need about setting up WiFi appliances and connecting to your home network in our support articles.

Visit [products.geappliances.com/appliance/gea-support-search-content](http://products.geappliances.com/appliance/gea-support-search-content) to view wifi connect room air conditioner support articles.

#### REGULATORY INFORMATION

##### FCC/IC Compliance Statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:  
1. This device may not cause harmful interference.  
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the

instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

**Labeling:** Changes or modifications to this unit not expressly approved by the manufacturer could void the user's authority to operate the equipment.

\*Select Models Only

This product has Wi-Fi capability and requires internet connectivity and a wireless router to enable interconnection with an Energy Management System, and/or with other external devices, systems or applications.

Use of the Works with Apple HomeKit™ logo means that an electronic accessory has been designed to connect specifically to iPod touch®, iPhone®, or iPad®, respectively, and has been certified by the developer to meet Apple® performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

## 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,**

**Att: 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.: \_\_\_\_\_