

AUX AIR USA

Warranty Process Guide • For distributors filing warranty claims

PHONE
732-734-6949

EMAIL
customerservice@auxairus.com

WEB
us.auxair.com

1. How to Submit a Claim

- **Online form** — recommended for most claims; submit directly on the website.
- **By phone** — call 732-734-6949 and press **Option 2 (Technical Support)** when an AUX technician's review would help.

Claim type	Online form / download link
Equipment claim	us.auxair.com/equipment-claim
Parts claim	us.auxair.com/parts-claim
Product registration & warranty lookup	us.auxair.com/warranty

2. How the Approval Process Works

1	Choose a submission path Submit the online form, email the downloadable PDF, or call 732-734-6949 and select Option 2 (Technical Support).
2	AUX reviews the claim Phone submissions can often be reviewed during the call. Online submissions are routed to the warranty team, who may follow up with the submitter to verify before shipping. (Entire equipment replacements, main PCB boards, inverter boards, and compressors will not be processed without prior approval from the AUX Technical Support Team.)
3	Approval email is sent Confirmation arrives from customerservice@auxairus.com once the claim is approved.
4	Part ships out — no out-of-pocket cost AUX uses a \$0 warranty process: parts ship directly to the distributor. Standard shipping is covered by AUX; expedited shipping is available at the requester's cost. Warranty parts are always shipped to a distributor — never directly to a contractor or homeowner.

⚠ EQUIPMENT REPLACEMENT — ADVANCE APPROVAL REQUIRED

Equipment replacement under warranty must be approved in advance by AUX Technical Support. The AUX ticket number (enter it in the Notes section) and photos/video of issue must accompany the warranty claim.

3. Register for 12 / 12 Coverage

Registering the unit at us.auxair.com/warranty upgrades default coverage to a full **12-year parts and 12-year compressor warranty**. The same page has a serial-number lookup to check remaining coverage on any unit.

Coverage	Standard	Registered
Parts warranty	5 years	12 years
Compressor warranty	7 years	12 years
Activation	Automatic at install	Register serial # online

4. Quick Reference Checklist

- Have model, serial number, and AUX ticket number ready before submitting (**ticket number comes directly from AUX technical support**).
- Have install date and distributor / contractor contact info handy — AUX may follow up to verify the claim.
- Watch for an approval email from customerservice@auxairus.com.
- Approved warranty parts ship directly to the distributor on file.
- Register the unit at us.auxair.com/warranty to lock in 12 / 12 coverage.