



## SANYO Commercial Solutions

HVAC Solutions Group  
1690 Roberts Blvd., NW  
Suite 110  
Kennesaw, GA 30144  
Tel: 678.355.6635  
[www.sanyohvac.com](http://www.sanyohvac.com)

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## POLICY & PROCEDURE

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### RE: Procedure to Acquire Unit Replacement Authorization

**GOAL:** Provide guidance and process to insure that SANYO agrees to replace a unit, a system or to provide a unique labor allowance due to unusual circumstances.

#### Procedure:

- If a distributor replaces a unit without prior authorization from SANYO HVAC Service, Sanyo may at its discretion deny the request for replacement.
- When a Sanyo HVAC Distributor wants a replacement unit due to service related issues they must make the request through SANYO HVAC Service by contacting a service manager or email request to: [hvac.service@sss.sanyo.com](mailto:hvac.service@sss.sanyo.com)
- The following details must be provided with the replacement request:
  - Model Number & Serial Number of all components
  - Servicing contractor name, address, zip code and phone number
  - Original Installation date
  - Invoice copy that shows unit was purchased from a Sanyo distributor.
  - Invoice copy that shows what service replacement parts were purchased from a Sanyo distributor
  - A detailed report that includes voltages, pressures, leaks repaired, charge added, dates, attempted repairs and results, prior communications/recommendation from SANYO technical personnel
  - Photographs of any suspected quality issues, defects or damage.
  - Additional information may be requested by SANYO
- In some cases the defective unit may be requested to be returned to SANYO for inspection and further analysis. In this case the unit must be sent PREPAID.

UNDER NO CIRCUMSTANCES will any unit be exchanged if it is found to be improperly installed.

UNDER NO CIRCUMSTANCES will LABOR be paid for exchange units.

This Exchange Policy is only applicable to units under warranty.

Replacement of a unit or system is not guaranteed.