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**Dear Valued Neco Member**, **May 24th, 2021**

Friedrich Air Conditioning will be implementing a **NEW Defective Return Policy**.

Our Regional Technical Manager Andy Megara who has handled your defective / service issues has recently retired.

There is a new form (attached) and procedures (below) to make the entire RA process simpler, faster and easier.

**FOR THE FOLLOWING PRODUCT** **ONLY**

There will be an Automatic Expedited One-Call / Email Resolution Process for in-warranty RMA’s

* **“CCF” – “CCW” – “CEW”** Chill Premier Series units **5,000 to 15,000 BTUs**
* **“UCT – “UET”** Uni-Fit Series units **8,000 to 14,000 BTUs**
* **“ZCP” – “ZHP”** ZoneAire Series Portable units **8,000 to 13,000 BTUs**
* **“D35B1A” – “D50B1A”** Dehumidifiers

**INSTRUCTIONS TO PROCESS AN RMA FOR THE ABOVE PRODUCT**

* Fill out the attached Return Material Authorization (RMA) Request Form
* Complete the “Customer Shipping Info” with your store information – failure to do so will delay your credit
* Attach the model & serial number data tag(s) – there are 2 tags on all Chill Premier & Uni-Fit models
* Email the scanned form and tags back to [RMA@friedrich.com](mailto:RMA@friedrich.com)
* PLEASE make sure the email address is legible on the RMA form in order to receive your confirmation email (within 1 business day)
* If further assistance is required, please contact **1-800-541-6645 extension # 4** or you may email questions to TSC (Technical Support Center) at : [TAC@friedrich.com](mailto:TAC@friedrich.com)

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**FOR ALL OTHER PRODUCT NOT LISTED ABOVE**

* An attempt to repair the unit must be made. See <https://www.friedrich.com/consumer/service-and-support/service-and-repair> for an authorized Friedrich servicer near you
* If the unit is deemed “beyond repair” or a critical part will take more than 14 days, you can submit for an RMA and MUST attach the Service along with the completed RMA Request Form and the model & serial number data tags. IF your RMA request is damage related, please send photos of the damage with the RMA
* Complete the “Customer Shipping Info” with your store information – failure to do so will delay your credit
* Email the scanned form and tags back to [RMA@friedrich.com](mailto:RMA@friedrich.com) (Please make sure the email address is legible)
* If assistance is required, please contact 1-800-541-6645 extension # 4 or you may email questions to TSC (Technical Support Center) at : [TAC@friedrich.com](mailto:TAC@friedrich.com)

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**KEY IMPROVEMENTS TO THE RMA PROCESS**

* Our Returns Specialist will process your request and send you an email confirmation along with your Case number and RMA number.
* We will no longer require the unit or the data tags to be returned. We will rely on you to properly dispose of the unit or return it back to your respective Neco group, for disposal
* Credits will be issued back to your respective Neco group, tagged with your store name
* You may process up to 4 defective units on one form. If you need more space to attach the data tags, please attach them on a separate sheet of white paper and email it along with the RMA Request Form

Friedrich is committed to improving our service to our dealer network and we hope you find these changes helpful.

All the best,

Steve Sacks

Regional Sales Manager