

AMERICAN ENTERPRISES, INC.

2923 Thorne Drive, Elkhart, IN 46514

1-877-820-3123

CONVERTER WARRANTY RETURN PROCEDURE

All converters returned under warranty must have the following information to be issued credit:

1. Dealer Name, Address and Phone.
2. Manufacture date of converter and serial number of the unit.
3. Make, Model, Year of unit that converter was installed in.
4. Retail purchase date of unit (Date unit was sold).

CS-XLS converters:

Warranty labor allowance for diagnostics and repair of converter is .5 hours at prevailing dealer rate. This labor rate is based on **Circuit Board replacement only**. Full converter replacement is NOT authorized under warranty for any of the CS-XLS units.

All other American converters:

Warranty labor allowance for diagnostics and replacement of converter is 1.0 hour at prevailing dealer posted shop rate if unit is found to be defective.

Warranty allowance is Two (2) years from retail date of purchase of the RV or device that the converter is installed on:

All returns must go through an authorized dealer, then the manufacturer and then to American.
NO EXCEPTIONS!

Return authorizations numbers are required for any return of the product.

Efforts to troubleshoot converter problems should be made by authorized dealers or servicers whenever possible to assure proper and reliable service. Not by the end user.

American will test every converter returned under warranty. Converters that test "Good" will be returned to the OEM or dealer with no labor or credit allowed. Converters that test "BAD" will be issued credit.

A Technical Troubleshooting guide will be supplied by American to our direct sale clients. These should be distributed to their Authorized Service Centers and Dealers.

American will provide technical support. Please inform all dealers and service personnel.

All labor claims must be filed at the time of request for return authorization.

All claims must be filed within 90 days of work performed.

Freight will be paid on U.P.S. Ground only.

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FAX 574-295-4302

Purchase order, invoicing and payment remittance information for American Power Converters:

Send or fax purchase orders to:
AMERICAN ENTERPRISES INC.
C/O INTERTEK DISTRIBUTION INC.
2923 THORNE DRIVE
ELKHART, INDIANA 46514

Invoicing will come from:
AMERICAN ENTERPRISES INC.
C/O INTERTEK DISTRIBUTION INC.
2923 THORNE DRIVE
ELKHART, INDIANA 46514

Remit payments to:
AMERICAN ENTERPRISES INC.
PMB 173
6433 TOPANGA CANYON BLVD.
CANOGA PARK, CA. 91303

Intertek Distribution, Inc.



www.intertekdistribution.com

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