



Dear Afinia Customer,

Thank you for your purchase of the AfiniaCare package. This coverage ensures you will have the finest service available for minimizing product downtime for your Afinia products.

How To Request Afinia Service:

- Please contact Afinia Technical Support:
 - Afinia Technical Support: (952) 279-2643 or support@afinia.com
 - Monday – Friday, 8:00 a.m. to 5:00 p.m. Central Time (excluding Afinia holidays)
- When contacting support, please have the following information available:
 - Afinia Product Model Name and Serial Number
 - Unit Location Information (Contact Name, Complete Address, and Phone #)
 - Detailed description of the issue
- Before contacting Afinia, please be sure to have access to the equipment to assist our Customer Service Engineers (CSE's) with trouble-shooting
- CSE will provide phone support and triage the equipment
- In the event that product swap is required, the CSE will initiate this request
- Afinia will ship replacement product via express shipping service at Afinia's expense; Customer is responsible for shipping charges for return of defective product.
- CSE will provide a return material authorization (RMA) number to Customer for return of defective product
- Customer must pack and return the product to Afinia in original product packaging (Note: Afinia can provide proper product packaging instructions as needed to prevent shipping damage)
- Notify Afinia of the freight carrier name and valid tracking number used to return defective product
- Within 24 hours of pick-up confirmation for defective product, Afinia will ship replacement product via express shipping service (products will be shipped via either overnight package service or via palletized truck-freight service, dependent on product dimensions, weight, ship-to location, etc.)

Should you have further questions or need additional information, please contact our Afinia Technical Support via phone # (952) 279-2643 or e-mail support@afinia.com.

Regards,

Afinia Customer Care Representative