

Important note on your return material

1. Please send only requested material, with specification of the return authorization (RMA number) to the following address: (see Warranty-Conditions 6.3)

STULZ GmbH
Wareneingang Produktion
Abt. Qualitätsmanagement
Holsteiner Chaussee 283
22457 Hamburg

2. The material must be packed proper and suitable for transport. Damages caused by improper packaging, will not be analyzed by the supplier.
 - Compressors must be fixed upright on a suitable pallet. The suction and discharge connecting tubes must be closed with a soldered copper pipe.
 - PCB boards and other electronic components must be packed into the original ESD spare packaging.
 - All materials must be returned in the original spare packaging.
 - All materials must be assembled completely. Disassembled parts can not be analyzed.
 - Please note, material where the sealing is broken, can not be analyzed.
 - Mounted attachment parts, like wired on EC fans, are not allowed to remove.

Please note the following information:

- The return authorization must be attached visibly on the outer packaging. If various materials are inside the packaging, a clearly assignment must be ensured.
- Do not remove nameplates of the material.
- Please use stickers or suitable marks which can be removed without residues from the material.
- It is not allowed to write on the material or to scratch anything into the material, please use tags or suitable marks.
- For packages with several materials, please make sure the material cannot destroy other parts inside the packaging.