

Subject
<b>Warranty Claim Submission Requirements</b>

## Overview

**NOTE** VMAC warranty work must be pre-authorized by VMAC and claims are processed via our dealer network. If you are not a VMAC dealer, please select one to work with via our Dealer Locator: <https://www.vmacair.com/dealer-locator/>

1. Communicate with VMAC Technical Support at [1-888-241-2289](tel:1-888-241-2289) to open a Service Ticket and help diagnose/troubleshoot the problem before repair. VMAC Technical Support requires the VMAC System ID, and hours on compressor.
2. VMAC will provide direction for repair or replacement of the failed components.
3. If requested by VMAC Technical Support, failed parts must be returned to (along with an RMA#) for evaluation.
4. [Dealers login here](#) to view the VMAC Labour Time Guide under “Agreements” to see allowable warranty labour times.
5. Warranty invoices must include the Service Ticket number, VMAC System ID, hours on the compressor, and a detailed description of the work performed.
6. VMAC Warranty does not cover overtime charges, mileage, travel time, cleaning, or shop supplies.

**For Standard Warranty, if the completed warranty registration form has not been received by VMAC within 6 months from the date of installation of the Product(s), then the warranty period will be deemed to commence 30 days from date of shipment from VMAC. For Lifetime Warranty (Limited), completed warranty registration form must be received by VMAC within 3 months from the date of purchase of the product(s).**

**Failure to follow the above procedures may result in denial of your warranty claim.**

Invoices can be emailed to [warranty@vmacair.com](mailto:warranty@vmacair.com), faxed to 1-877-740-3202 or mailed to:

Attention: Warranty  
 1333 Kipp Rd.  
 Nanaimo, BC. V9X-1R3  
 Canada

[VMAC Product Warranty Policies & Warranty Registration found here.](#)

Document	Version	Department	Revision Details	Revised by	Tech	Engineering	Implemented
EXT-ALL-011	E	Tech	Revision	BDJ	N/A	N/A	18 Dec 2019