



## DEVICE REPAIR

All repairs include a 90 day warranty. Turn around time is usually 24-48 hours. Your device is thoroughly inspected and tested before returning.

### INSTRUCTIONS

**Step 1: Print and complete our Device Repair Form**

Complete all fields and include this form along with your device so that we are able to identify who the device belongs to and also contact you for payment once the repair has been completed.

**Step 2: Remove your device from your machine**

**ACR2000 control module repairs only (ROB-RA19606A):** Be advised that we DO NOT need your keypad interface circuit board (green square circuit board, measures approx 2" x 2", attached to the keypad harness/ribbon) to perform repairs. Keep this board in a safe place as it cannot be replaced, and we are not responsible for loss or damage of this part.

**Step 3: Prepare your device for shipping**

Ensure that your device is packaged properly (if you are sending a PCB board, ensure that there is plenty of packing between screen and box) and insured if you choose.

**Step 4: Ship to:**

Automotive Equipment Parts  
7302 W. Saint John Rd.  
Glendale, AZ 85308

**Step 5: Once the device arrives at our repair facility, it will be repaired and tested within 24-48 hours.**

To make the best use of our resources, we do not contact you to inform you that we received your device due to the number of shipments we receive daily. If you would like verbal confirmation and your carrier's tracking system indicates that your shipment has been delivered to the above address, please contact us and we'll be happy to assist.

**Step 6: After the repair is proven successful, we will contact you for payment.**

**Step 7: Once payment has been secured, we will ship your device back to you!**



## DEVICE REPAIR FORM

Please fill out completely so that we are able to contact you as needed and keep you informed on your order status.

Indicate which device you are sending:

Mfg.	Product Name	Product Code	Qty.	Repair Cost
Robinair	<input type="checkbox"/> Relay Board ACR2000	ROB-RA19602		\$225.00
Robinair	<input type="checkbox"/> Identifier ACR2000	ROB-RA19604A		\$575.00
Robinair	<input type="checkbox"/> Control Module ACR2000	ROB-RA19606A		\$425.00
Robinair	<input type="checkbox"/> Control Module 348002K	ROB-RA19769		\$425.00
Robinair	<input type="checkbox"/> Control Module 347002K	ROB-RA19768		\$425.00
Robinair	<input type="checkbox"/> Control Module 34700Z	ROB-RA19888		\$425.00
VAT-40	<input type="checkbox"/> Carbon Pile VAT-40	SUN-7036-0029		\$395.00

CUSTOMER INFORMATION			
Business Name			
Contact Name			
Shipping Address			
City, State, ZIP			
E-mail Address			
Phone Number(s)	Cell:	Work:	Other:
Describe the issue(s) you are experiencing with your device:			

Send your defective device along with this form to:

Automotive Equipment Parts  
7302 W. Saint John Rd.  
Glendale, Arizona 85308

Customer is responsible for shipping costs. Ensure that the equipment is packaged sufficiently to prevent damage during shipping, especially for ACR2000 boards as we are not responsible for damage that occurs during shipping. You may also purchase insurance from your selected carrier if desired.

We will contact you after the repair is complete for payment information.

Thank you for your business!