



Policies and Procedures

Warranty

The KR615 UV Germicidal Enclosure Device is warranted for two (2) years from the date of purchase. All parts and labor are covered under this period, excluding damage due to abuse by the user.

*By registering your UV Germicidal Enclosure you can extend the warranty on your **UVC Bulbs Only** an additional five (5) years. **Warranty Registrations must be received within 30 days of purchase.*

You can register this warranty one of two ways. By filling out the attached Warranty Registration and emailing it to: info@safetynetamerica.com Or by visiting the Safety Net Website: www.safetynetamerica.com and filling out the online form.

Warranty Repair Process:

Customer contacts Safety Net at 866-918-8546 or via email info@safetynetamerica.com Please fill out the attached questionnaire and email to Safety Net. Please note, all information is required. If your hospital requires a no-charge purchase order number to deliver to your facility, please give us one. Once documentation is received, we will give you a RMA number.

Our shipping department will send by UPS a new unit to the contact given. Upon receipt please place the broken unit into the shipping box the replacement unit was shipped in, and send it back to the factory at the address shown. Please note: Damages due to improper packing will not be covered under your warranty.

PCI Procoater
5259 Minola Drive
Lithonia GA 30038
United States
Attention: John Hamilton

The service department will inspect the returned unit, if the damage is due to manufacturing or shipping and the unit is under warranty, then there will be no charge for replacement. If the damage is due to user abuse, the customer will be invoiced for parts, labor and shipping.

Please note, if we do not receive the broken unit back from the customer after 30 days from shipment of the replacement unit we will invoice the customer for the cost of the new unit.

Service Costs

AUVS will provide estimated repair costs for UV-Boxes that are out of warranty and/or have been damaged by user abuse.

Repair Services Available:

Replace Door Gasket – AUVS-GAS (factory repair only)
Replace 1 - 4 Quartz Rods - Item# AUVS-QR
Replace 2 UV Lamps - Item # AUVS-UVL2



UV Box Customer Complaint Questionnaire

Please email this form to info@safetynetamerica.com. Please wait for an RMA to return your box.

Customer/Facility Contact Information:

Name:

Company:

Phone:

Email:

Address:

UV Box Information:

Serial Number: (located on the side of the unit)

Date of Original Purchase:

Purchased from (Sales Representative):

Problem noticed:

1st Use (out of box)

Unit worked Previously

Description of Problem:

*Return Shipping Account Information:

Shipping Account Number:

Shipper:

Please use the following no-charge PO #: _____

Method: Ground 2-Day Air Overnight: AM PM

*Safety Net, AUVS and its authorized distributors are not responsible for shipping costs associated with non-warranty covered repairs, or repair returns that result from user abuse. Please provide account information for your preferred shipping vendor and method. Warranty covered units will be shipped ground free of charge in the continental USA, but customer is responsible for return shipping of damaged units or expedited shipping costs.



AUVS Germicidal Enclosure Warranty Form

Send this copy to: info@safetynetamerica.com, or fill out online at www.safetynetamerica.com

Facility Name: _____

Contact Name: _____

Contact Phone Number: _____

Facility Address: _____

UV Box Date of Purchase: _____

UV Box Purchased From: _____

UV Box Serial Number: _____

The KR615 UV Germicidal Enclosure Device is warranted for two (2) years from the date of purchase. All parts and labor are covered under this period, excluding damage due to abuse by the user.

*This Warranty Registration extends the warranty on the **UVC Bulbs ONLY** to seven (7) years total from date of purchase.



Questions? Please call 866-918-8546

* Warranty Registration must be received within 30 days of product delivery to be valid.