

SENASYS

Dear Customer,

At Senasys, we consider the safe arrival of our heater units to your location with the utmost importance. We continuously review our shippers' performances, eliminating shippers that do not meet our standards of safe, on-time delivery. Also, earlier this year we incorporated additional protective shipping measures to assist with claims that arise due to damage, including:

- Shock Watch stickers that turn red in the center (see below) upon impact on at least 1 box per pallet of heaters.



- Vertical heaters include a Tilt Watch sticker on one heater per pallet, located roughly 6-8" from the top that turns the indicator red (see below) if tilted.



Senasys shipping terms are F.O.B. Eau Claire, WI 54701, therefore any damage that occurs in transit is the responsibility of the consignee. If a heater were to be damaged in transit, please follow the guidelines below to increase the likelihood of a claim being paid for by the shipping carrier:

- Prior to accepting the shipment, inspect the applied "stickers" shown above and reject a shipment that has a "red" indicator.
- Inspect packaging for any signs of damage or disturbance, such as a visible opening in a crate due to impact by a forklift during shipping transit.
- Preferably, open the crate and inspect the heater to ensure it is intact prior to accepting the shipment.
- If damage is noted while the shipping company agent is present, do not accept the shipment, take photographs of the damage/indicator stickers, and contact the shipping company immediately.
- If damage is not noticed until AFTER the shipping company agent leaves your premises it will be more unlikely that a damage claim will be honored. Immediately contact the shipping company and report the damage.

If you have any questions, don't hesitate to contact us.

Thank you,

New Century Heaters

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