



Austin Baker Industries New Customer Orientation

Ordering – Orders may be sent in electronically or via, Fax or E-mail. Orders can use our numbering system or Four Season as well as other options to be discussed with us prior to ordering. Orders may be faxed to our Toll Free Multi Line Fax at 866 – 822 – 7329 or e-mail to orders@austinbaker.net

Our Toll Free Phone # is 800-367-6834 and is available Monday – Friday from 8:00 AM till 5:00 PM.

Application Lookup / Price List – Current Application Look-Up and Price Listings with competitive interchange is available from your sales representative. Parts lookup by application or competitive cross-reference is available to our customers and authorized users of Activant, Wrenthead, Triad, NexCat & NexPart.

Our Toll Free Phone # is 800-367-6834 and is available Monday – Friday from 8:00 AM till 5:00 PM.

Labeling / Packaging – Customers who qualify can have custom labeling using our part number and any additional numbering system(s) that we have the information to provide, purely as a cross reference. Custom graphics or logos (2 Color) are available to customers that qualify, if the graphics are provided and compatible with our printers and the customer is authorized to use them. Our own labels; Austin Baker Industries, Performance Air, or blank, no brand labels are all available.

Payment Terms – Normal Net 30 terms are available to those who qualify. A complete credit application with Bank and at least 5 trade reference should be provided to process for approval. 5 to 10 business days are necessary to process credit applications so Please submit them early.

Pre-Paid Freight – Pre-Paid freight is available on qualifying orders shipped to one location. or per location (DC) to be shipped to, inside the continental U.S.

Warranty Terms – All of our New & Remanufactured Compressors, carry a 1-Year Replacement Warranty. Documentation is required to prove proper installation of compressor, approved receiver/drier or accumulator and expansion device, as well as complete and thorough flushing of the system, prior to installation of the compressor, to validate the warranty. No labor or refrigerant allowances are offered. Compressors can be returned with Return Goods Authorization (RGA) number, and if found to be defective, will be replaced. Please ship larger quantity returns, all at once, in our off-season as described above. This will not cover installer error or any other damage. A more detailed explanation of our warranty policy is available upon request.

Technical Support – Our Technical Support Staff are available to speak with our customers and in some instances, when pre-arranged, to our Customers, Monday – Friday (excluding Holidays) between 8:00 A.M. and 5:00 P.M. Central Time. Our Tech Support Phone Number is 940-382-3281.

AUSTIN BAKER INDUSTRIES, INC.

MAILING ADDRESS: P.O. BOX 1606 – DENTON, TX 76202

SHIPPING ADDRESS: 201 EXPOSITION – DENTON, TX 76205

TOLL FREE PHONE: 800 / 367 – 6834 - TOLL FREE FAX: 866 / 822 – 7329

DIRECT OR INTERNATIONAL: 940 / 323 – 8898 - FAX: 940 / 323 – 8868