

STEPS TO FOLLOW FOR SHIPPING A CYLINDER

1. Place the bare cylinder (without the valve, studs, etc.) to be repaired inside a box along with the new piston. If the piston is not available see NOTE** below.
2. Place a note inside the same box with your information: **name, address, VAT number, telephone, email**

IMPORTANT: If this is the first time you are shipping a cylinder, prior to shipping, please send us an email to **inma@airsal.com** with all your data in order to streamline the repair process. The following information must be included in the email: **Full name, address, VAT number and telephone.**

If you are a customer, please add the customer number (found on any invoice)

3. Ship the box using any courier (UPS, DPD, POST) to the following address:

AIRSAL
Polígono Industrial La Gavarra,
Ronda Font Grossa, 1-3
08540 CENTELLES
BARCELONA - SPAIN
Tel. 938 813 800

4. Once the cylinder is received, Airsal will contact you to confirm receipt of the cylinder.
5. The average repair turnaround time is **15 working days**. The repair turnaround time may vary depending on the work that needs to be carried out, work backlog, etc.
6. Once the work is completed, Airsal will send you the proforma invoice by email including shipping fees with the bank details so you can make a transfer (PayPal, cash on delivery or credit cards are not accepted). Please send a copy of the payment via email to **inma@airsal.com**
7. Once payment is received, Airsal will ship the cylinder freight prepaid (Airsal will not be liable for loss or damage caused during shipping)

You may check repair prices online at
www.airsal.com/en/reparations

** In cases where the piston is not available:

- If you wish Airsal to supply the piston, please indicate the MODEL and YEAR OF THE MOTORCYCLE
- If you do not wish for Airsal to supply the piston, please indicate the finish measurement of the cylinder of the measurements of the piston.
- Airsal will not guarantee any tolerance if you do not have the piston
- **VERY IMPORTANT: THE MAXIMUM THICKNESS OF THE APPLIED COATING IS 300 MICRONS. IF ONCE THE COATING IS REMOVED, THE CYLINDER IS FOUND TO BE EXCESSIVELY WORN, THE REPAIR CANNOT BE CARRIED OUT FOR A STANDARD SIZE PISTON; INSTEAD, THE REPAIR MUST BE MADE FOR AN OVERSIZE PISTON (+0.25, +0.50...). YOU WILL BE DULY INFORMED.**

Thank you for trusting in Airsal.
Sincerely,

AIRSAL CUSTOMER SERVICE
inma@airsal.com