



# How to Contact Support

To help us serve you more efficiently, please follow these guidelines when contacting support:

Send new requests to only one AAON support email address.  
*If necessary, our team will reroute your request internally to the appropriate department.*

Do not copy multiple AAON group email addresses on requests, your request will not be seen.

Below, you'll find detailed information about the various support teams available to assist you, including the specific purposes they serve, common inquiries they handle, and the best ways to contact them. Each department is dedicated to providing expert assistance in their respective areas, and understanding which team to reach out to will help expedite your resolution.

✓ **Review the descriptions below to identify the right support team for your needs:**

## ORDER ENTRY SUPPORT

PURPOSE	COMMON INQUIRIES	WHO CAN CONTACT THIS TEAM
This team assists with inquiries related to new orders, revisions, ACP release orders, and tax adjustments.	<ul style="list-style-type: none"><li>New orders and revisions</li></ul>	<ul style="list-style-type: none"><li>Only AAON Representatives</li></ul>
HOW TO CONTACT		
Email <a href="mailto:aaonorders@aaon.com">aaonorders@aaon.com</a>	Preferred for All Requests	

## CUSTOMER SERVICE SUPPORT

PURPOSE	COMMON INQUIRIES	WHO CAN CONTACT THIS TEAM
This team assists with inquiries related to: <ul style="list-style-type: none"><li>Ship dates and scheduling</li><li>Premium requests and expedited orders</li><li>Production swaps and order modifications</li><li>Address and contact updates</li><li>Freight changes and shipping adjustments</li></ul>	<ul style="list-style-type: none"><li>Ship date confirmations and updates.</li></ul>	<ul style="list-style-type: none"><li>Only AAON Representatives</li></ul>
HOW TO CONTACT		
Email <a href="mailto:customerservice@aaon.com">customerservice@aaon.com</a>	Preferred for Documentation	
Phone <b>(918) 382-6430</b>	Best for In-Depth Questions	

The ACP release orders and tax adjustments are sent to AAON Orders. Freight changes are sent to Customer Service.

More on next page

## MECHANICAL TECH SUPPORT

PURPOSE	COMMON INQUIRIES	WHO CAN CONTACT THIS TEAM
This team handles issues related to units that have left the factory, including: unit operation concerns, damaged units, failed components and troubleshooting	<ul style="list-style-type: none"><li>Unit not operating as expected and requires technical assistance.</li></ul>	<ul style="list-style-type: none"><li>Anyone requiring technical support can reach out.</li><li>When contacting mechanical tech support, please include unit serial number.</li></ul>
HOW TO CONTACT		
XOI	Preferred for Representatives <i>XOI tickets are prioritized.</i>	
Phone (918) 382-6450	Preferred for General Inquiries <i>Best for on-site troubleshooting, especially when standing in front of the unit.</i>	
Email technical.support@aaon.com	Best for In-Depth Questions <i>Recommended if you're not on-site or need detailed technical assistance beyond standard troubleshooting.</i>	
When contacting mechanical tech support, please include unit serial number.		

## CONTROLS TECH SUPPORT

PURPOSE	COMMON INQUIRIES	WHO CAN CONTACT THIS TEAM
<p>This team assists with configuring and troubleshooting unit controls, including:</p> <ul style="list-style-type: none"><li>• Configuration adjustments to address existing issues</li><li>• Guidance on setpoint functionality and impact on performance</li><li>• Step-by-step instructions and software files for updates</li><li>• Assistance with monitoring issues after update is performed</li><li>• Control board replacements, including case number issuance</li></ul>	<ul style="list-style-type: none"><li>• Alarms on control boards (e.g., communication failures, sensor issues)</li><li>• Mechanical components not being controlled properly (e.g., supply fan cycling, compressors running out of range)</li><li>• Questions about sequence of operations for control boards</li><li>• Software updates or obtaining software information</li><li>• Requests for unit or control board documentation</li><li>• Help with BACnet configuration and third-party control integration</li></ul>	<ul style="list-style-type: none"><li>• Anyone needing technical support can reach out.</li><li>• Qualified HVAC technicians are required for in-depth troubleshooting.</li></ul>
HOW TO CONTACT		
XOI	Preferred for Representatives <i>XOI tickets are prioritized.</i>	
Phone (918) 382-6450	Preferred for General Inquiries <i>Best for on-site troubleshooting, especially when standing in front of the unit.</i>	
Email support.controls@aaon.com	Best for In-Depth Questions	
When contacting controls tech support, please include unit serial number.		

## WARRANTY SUPPORT

PURPOSE	COMMON INQUIRIES	WHO CAN CONTACT THIS TEAM
This team handles warranty-related inquiries, including: <ul style="list-style-type: none"><li>• Filing claims for covered replacement parts</li><li>• Assisting with labor reimbursement</li><li>• Locating previous orders for warranty verification</li></ul>	<ul style="list-style-type: none"><li>• Submitting warranty claims</li><li>• Questions about covered parts and labor reimbursement</li></ul>	<ul style="list-style-type: none"><li>• Only AAON Representatives</li></ul>
HOW TO CONTACT		
XOI	Only Method to Submit a Claim	
Email aaonwarrantyorders@aaon.com	To Inquire About a Claim <i>Allows for clear communication with photos to document the issue.</i>	
Email warrantyadmin@groups.aaon.com	Warranty Labor Billing or Warranty Credit Requests	
Email rga@aaon.com	Warranty RGA Questions or Requests	
Please include as many pictures as possible when submitting your XOI claim. The more detailed the claim, the faster we can process it and the higher the likelihood of approval. Be sure to always include a clear photo of the nameplate.		