

**Innovations in Comfort,  
Energy Efficiency,  
and Safety Solutions  
for Buildings**



## **Belimo Customer Reference Guide**





## Together to the Top

As a Belimo customer, you are our top priority. We are committed to offering the highest level of support and complete customer satisfaction with our products and services. Areas of focus for this Customer Reference Guide include:

- > [About Belimo](#)
- > [Contact Details](#)
- > [Customer Service / Technical Support](#)
- > [Product Orders](#)

Quotes & Ordering

Return Merchandise Authorization (RMA)

Terms and Conditions of Sale and Warranty

- > [Credit Department/Accounting](#)
- > [Training Resources](#)
- > [Website Overview](#)

Download Center

Software Tools

To reach any department, call 800.543.9038. For information on all of our products and services, visit our website at [www.belimo.com](http://www.belimo.com).

# About Belimo

Headquartered in Switzerland, Belimo is the global market leader in the development, production and sale of field devices for controlling heating, ventilation, and air conditioning systems. Sensors, meters, control valves, and damper actuators make up the company's core business. Founded in 1975 and listed on the Swiss Exchange (SIX) since 1995, Belimo employs over 2,200 people in over 80 countries.

Belimo contributes to the Sustainable Development Goals (SDG) by incorporating the UN Global Compact principles into its strategies, policies, and procedures. It upholds its primary responsibilities to people and the planet and sets the stage for the long-term success of the industry. The principles of human rights, labor standards, environmental protection, and anti-corruption are consistent with the values and code of conduct of Belimo. Learn more online and download our Sustainability Report at [www.belimo.com/sustainability](http://www.belimo.com/sustainability).

The production, logistics, and administration building in Danbury (CT, USA) has been built in compliance with the LEED® Gold Standards for sustainable construction. The Belimo site in Hinwil, Switzerland, as well as Danbury, apply the international environmental management standard ISO 14001. Belimo reports its energy and greenhouse gas footprints to the CDP (Carbon Disclosure Project) organization every year.



# Contact Details

Belimo serves customers throughout the United States, Canada, Latin America, and Brazil.

## USA Locations:

### Danbury, CT

33 Turner Road, Danbury, CT 06810  
Tel: 800.543.9038  
Fax: 800.228.8283  
marketing@us.belimo.com  
Hours: 8:30am - 5:00pm (ET)

### Sparks, NV

1049 Fortunato Loop, Sparks, NV 89436  
Tel: 800.543.9038  
Fax: 800.228.8283  
marketing@us.belimo.com  
Hours: 8:30am - 5:00pm (PT)

## Canada Location:

### Mississauga, Ontario CA

2495 Meadowpine Blvd, Unit #2, Mississauga, ON, L5N 6C3  
Tel: 866.805.7089 / Fax: 905.712.3124 / marketing@us.belimo.com  
Hours: 7:30am - 7:30pm (ET)

## Northern Latin America and the Caribbean:

### Av. Insurgentes Sur 1602, Col. Credito Constructor

#### Del. Benito Juarez, Mexico City

Tel: 55 4125 7890  
orders.latam@us.belimo.com  
Hours: 8:30am - 5:00pm (CST)

## Brazil and South America:

### Rua Barbalha, 251, São Paulo/SP, Brazil

Tel: 55 11 3643-5656 / Fax: 55 11 3643 5657  
suportetecnico@br.belimo.com  
Hours: 9:00am - 6:00pm (BT)

Contact information for **Belimo Sales Managers** can be found on the Belimo website at [belimo.com/contact-us](http://belimo.com/contact-us).



## Customer Service / Technical Support

### USA

Tel: 800.543.9038

[customerservice@us.belimo.com](mailto:customerservice@us.belimo.com)

[technicalsupport@us.belimo.com](mailto:technicalsupport@us.belimo.com)

Hours: 8:30am - 8:00pm (EST)

### Canada

Tel: 866.805.7089

[customerservice@ca.belimo.com](mailto:customerservice@ca.belimo.com)

[technicalsupport@ca.belimo.com](mailto:technicalsupport@ca.belimo.com)

Hours: 7:30am - 7:30pm (EST)

### Brazil

Tel: 55 11 3643 5656

[ordemdecompra@br.belimo.com](mailto:ordemdecompra@br.belimo.com)

[suportetecnico@br.belimo.com](mailto:suportetecnico@br.belimo.com)

Hours: 9:00am - 6:00pm (BT)

### Mexico

Tel: 55 4125 7890

[orders.latam@us.belimo.com](mailto:orders.latam@us.belimo.com)

Hours: 8:30am - 5:00pm (CST)

### All Other Latin American Countries

Tel. +1 905.712.3118, Option 3

[orders.latam@us.belimo.com](mailto:orders.latam@us.belimo.com)

Contact your local Sales Manager for additional support, project walk-throughs, budgeting, and job specification assistance.

# Product Orders

Every member of our team is empowered to respond quickly to your requests!

**Quotes** can be processed by Customer Service (if model numbers are stated), an Inside Sales Representative, or through your local Sales Manager.

**Orders** can be placed on our website or via email. Credit card orders can only be placed on the website with a Belimo user account.

To place an order via email, contact:

- US: [orders@us.belimo.com](mailto:orders@us.belimo.com)  
(OEM customers: [oemorders@us.belimo.com](mailto:oemorders@us.belimo.com))
- Canada: [orders.ca@ca.belimo.com](mailto:orders.ca@ca.belimo.com)
- Brazil: [ordemdecompra@br.belimo.com](mailto:ordemdecompra@br.belimo.com)
- Latin America: [orders.latam@us.belimo.com](mailto:orders.latam@us.belimo.com)

**Online ordering** is available on [www.belimo.com](http://www.belimo.com)

- From the homepage, in the upper right corner, click on the Login/Register button. If you are already a registered user, type in your email and password. Non-registered users should click "Register" and then complete and submit the form. Your login information will be sent to you within 24 hours.
- For questions on online ordering, email [customerservice@us.belimo.com](mailto:customerservice@us.belimo.com) or call 800-543-9038.

**Please note:** To purchase online, you must be a registered user with a valid Belimo account number. If you do not have an account, please contact your local Sales Manager.



**Belimo documentation**, such as brochures, datasheets, installation instructions, success stories, and electronic images can be found online at [www.belimo.com/downloadcenter](http://www.belimo.com/downloadcenter). Printed copies of brochures and success stories, as well as counter mats, can be ordered free of charge on [www.belimomarketing.com](http://www.belimomarketing.com).

**Order tracking and invoices** can be viewed by logging into your online account where you have access to all order information at a glance. Search orders by date range, sales or purchase order number.

Automatic email tracking information notifications are also available. Simply provide us with a valid email address and we will send notifications once shipments are completed.



Belimo's **Return Authorization (RMA)** and **Warranty Agreement** are available online.

- Only products that are returned in the original packaging will be accepted.
- All returned products must be shipped to Seller at the Client's cost. Returned products must be received within 6 months from the original sales order date, in as-new condition, and adequate for resale as new products to qualify for credit.
- Download the Belimo Terms and Conditions of Sale and Warranty for more information.

The RMA process can be initiated several ways:

Online:

- Once logged in, navigate to the "My Account" area located under the "Sales Order" category.

By phone:


- Call 800-543-9038 (US), +1 905-712-3118 (Canada/LA), or +55 11 3643 5656 (Brazil) and speak with a Customer Service or Technical Support Representative. Please have the following information available:  
Belimo account number, date of purchase, order number or PO number, the reason for the return, and if you wish to have a credit or replacement.

By email:


- US: [customerservice@us.belimo.com](mailto:customerservice@us.belimo.com)
- Canada: [rma.ca@ca.belimo.com](mailto:rma.ca@ca.belimo.com)
- Brazil: [ordemdecompra@br.belimo.com](mailto:ordemdecompra@br.belimo.com)
- Latin America: [orders.latam@us.belimo.com](mailto:orders.latam@us.belimo.com)



**Download Belimo Terms and Conditions of Sale and Warranty**

- 

5-year warranty

Products with a 5-year warranty are unconditional for the first two years from the date of Sale of the products. After the first two years from the date of Sale, the warranty shall be conditional. The warranty coverage shall not apply to damage to products caused by ordinary wear and tear, negligence or improper use by the Client, or other causes beyond the Seller's control. Reference the Terms and Conditions of Sale and Warranty online or in the back of the Product Guide and Price List.
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2-year warranty

Products listed with a 2-year warranty are conditional. The warranty coverage shall not apply to damage to products caused by ordinary wear and tear, negligence or improper use by the Client, or other causes beyond the Seller's control. Product-specific terms of warranty concerning warranty period or conditions of warranty may apply to certain specified products as stated in the documentation for those products. Reference the Terms and Conditions of Sale and Warranty online or in the back of the Product Guide and Price List.

Product analysis is available for warranty returns. Ask your representative to mark the RMA for research, and we will provide feedback on our test results.



# Credit Department / Accounting

Our experienced accounting department will quickly and effectively assist you with all your accounts receivable matters. You must have an active Belimo account. Contact your local Sales Manager if you do not have one.

**Hours of Operations:** Monday - Friday, 8:00am - 5:00pm (ET)

To obtain invoice copies or check account status, please call 800-543-9038 (US), +1 905-712-3118 (Canada/LA), or +55 11 3643 5656 (Brazil). Alternatively, you could log in to your account online and access this information under the "My Account" section.

Credit Terms are net 30 days.

Belimo accepts the following methods of payment:

- ACH / Wire – please contact our Finance team for banking details
- Credit Card (via website ordering only)
- Check

Remit To Addresses:

## USA/LA

### ➤ **Postal Mail:**

PO Box 347219, Pittsburgh, PA 15251-4219

### ➤ **Express Mail:**

ATTN: 347219 Belimo Aircontrols, Inc.,

500 Ross Street 154-0460, Pittsburgh, PA 15262-0001

## Canada

### ➤ **CAD Check by Regular Mail:**

Belimo Air Controls (CA), Inc., C/O TH1240

PO Box 4290, Postal Station A, Toronto, ON M5W 0E1

### ➤ **USD Check or CAD Check by Courier:**

Belimo Air Controls (CA), Inc.

2495 Meadowpine Blvd, Unit #2, Mississauga, ON L5N 6C3

## Brazil

### ➤ **CAD Check by Regular Mail:**

Belimo Brasil Montagens e Comercio de Automação Ltda

Attention to Finance Department

Rua Barbalha, 251 – Alto da Lapa, CEP: 05083-020 - São Paulo, Brazil

# Training Resources

## Belimo University: Efficiency Through Training

Belimo University offers comprehensive training programs that will assist you with understanding HVAC fundamentals and Belimo products, from sizing and selection to mounting and installation. Our training programs are available online or onsite.

- **Online Learning Resources:** Belimo University Online provides unlimited access to a library of high quality, current, and engaging HVAC eLearning courses, videos, and webinar recordings. Registration is free and easy, allowing for on-demand training at your convenience.
- **Onsite classroom training courses** can be held at your facility or at Belimo. Our highly skilled instructors lead classes and enable you to interact and connect with others in the HVAC industry while expanding your skillset and knowledge. Contact your Belimo Sales Manager to set up training at your location.
- **Professional Development Hour (PDH) courses** are available and qualify for continuing education credits for Professional Engineers (PE). Our Regional Application Consultants who teach these courses, have the knowledge and skills to make the learning process informative and enjoyable. All PDH courses have been pre-approved by the appropriate governing bodies to be eligible for continuing education credits. (Practicing Institute of Engineers, Florida Board of Professional Engineers, Louisiana Board of Professional Engineers & Land Surveyors, New Jersey Board of Professional Engineers and Land Surveyors.)
- **Webinars** allow users to learn about our latest products and tools, as well as ways to maximize your building's performance. Webinars offer an interactive question and answer element allowing for giving, receiving, and discussing information. All sessions are recorded for future viewing and can be found on our website or the Belimo YouTube channel.



# Website Overview

## Online Ordering

- > To order online, you must be logged in to your Belimo account. Registered users can click the “Login/Register” button at the top of the Belimo homepage to access their account. Non-registered users should create a new account by clicking on “Login/Register” and then “Register.” Once the form is completed and submitted, you will receive your login information within 24 hours. For questions about online ordering, email [customerservice@us.belimo.com](mailto:customerservice@us.belimo.com) or call 800-543-9038.

## Download Center

The Download Center enables fast and easy access to technical documentation and images. For logged in users, files can be stored for up to 28 days. For those not logged in, files remain for 14 days. The Download Center can be found under “Support” in the top navigation of the Belimo website. Start your search by typing in a product name or keyword, or selecting a product category.

You can further refine your search results by using “Filter By” on the left side of the page, which includes Product Category, Documents/Drawings, Software/Apps, Success Stories, Corporate Data, Media, and Document Language. There are three ways to access the file(s): Download Now, Share via Email or Add to Download Folder. The Download Folder enables you to gather multiple documents and store them. Your download folder is accessed by clicking on the folder icon at the top right of the web page and then “View download folder.” Once in your folder, you can download all files or only select specific files from the folder.

All files in the folder are selected automatically. To deselect a file, click on the box to the left of the item. To delete a file, click on the trash can icon to the right.

## Price Lists

The **Electronic Price List (EPL)** and the **Product Guide and Price List (PGPL) Catalog** are available online for download. You can request a printed version of the catalog through the website or by contacting your local Sales Manager.

US / Latin America  
price lists:



Canada price lists:



## Online Tools

Belimo provides an array of online tools from sizing and selection of HVAC products to energy-saving calculators that help you achieve increased building performance efficiently.

**Belimo Assistant App** enhances efficiency with swift programming, commissioning, and diagnostics for Belimo devices. Key features include identification of device type, parameter customization, and visualization of operational data.



**Belimo SelectPro** is an online and offline sizing and selection tool for sensors, valves, actuators, and replacement solutions. SelectPro offers:

- Intuitive User Interface – navigate through the tool with ease
- Flow and Cv clip setting offered in SelectPro for ZoneTight Zone Valves
- Reference Documents – locate information in one central location
- Contact Profiles – ability to save multiple contact profiles
- Quote Generator – create a professional quote from your schedule
- Media Download – save a ZIP file of your entire schedule's media



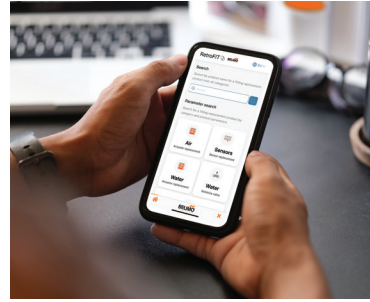
**Savings Estimator Tools** estimate the annual cost and energy savings you can expect when installing the Belimo Energy Valve™ or Belimo Damper Actuators. These tools have an Excel-based platform and are available online at [belimo.com](http://belimo.com).

- Light gray cells indicate where you can enter/edit your data.
- Info buttons show the formulas used and provide transparency.
- Home Tab produces a one-page energy savings analysis.
- Financials Tab produces a one-page financial analysis.

Google Play and the Google Play logo are trademarks of Google Inc. App Store is a service mark of Apple Inc.

**Belimo RetroFIT+ App** allows you to quickly and easily find replacement solutions for valves, actuators, and sensors. Replacement solutions ensure reliable, functioning heating and cooling systems and boost the performance and efficiency of integrated building technology. The Belimo RetroFIT+ app is FREE and can be downloaded from the App store or Google Play.

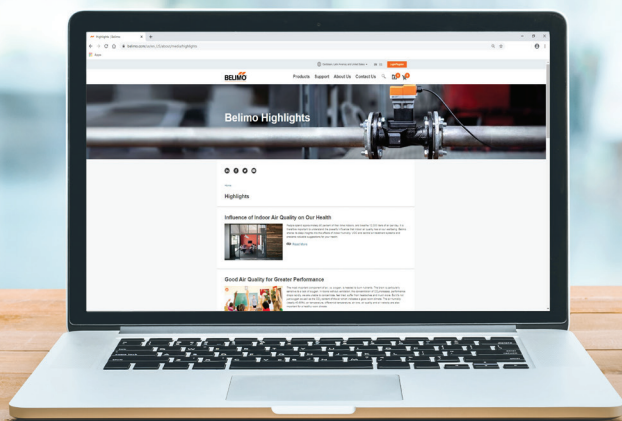
- Store projects
- Email selections
- Access data resources



**Belimo Hydronic Simulator™** identifies and illustrates when the system needs to be balanced and how adjusting the valve could impact the entire system. The primary purpose of the Belimo Hydronic Simulator is to educate on the importance of why pressure dependent valves are not recommended in a dynamic system.

- Available to download on [belimo.com](https://belimo.com).





## Media

The Media section of the Belimo website includes news, events, success stories, and our blog. It can be accessed under “About Us” on the top navigation.

Under **News** you can find new product and software tool introductions, product updates, and corporate news.

**Event Schedule** shows where Belimo will be exhibiting.

**Success Stories** is a collection of projects detailing the use of Belimo products/tools in various applications. This section is a must read for everyone. If you have a success story you would like to see included here, please contact [marketing@us.belimo.com](mailto:marketing@us.belimo.com) to discuss the details.

## Keep up-to-date

For the latest industry news and Belimo updates, including product releases, blog articles, webinars and events, subscribe to our newsletter at [www.belimo.com/e-newsletter](http://www.belimo.com/e-newsletter) or scan below.



## Follow Us



