

1. Warranty Policies & Claim Procedures

DRYAIR MANUFACTURING CORP. (referred to within as DRYAIR) warrants its new, unused equipment to be free of defects in material and workmanship at the time of delivery to the original retail purchaser.

Warranty Policies

Basic warranty policy

-) DRYAIR will repair or replace, at its option, without charge, any defective part of the equipment for a period of twelve (12) months from delivery to the first retail purchaser, F.O.B St. Brieux, SK., Canada or Bowling Green, Ohio.
-) Any parts that are covered by an extended warranty published by DRYAIR are an exception to the Basic Warranty policy and are to be warranted as per the details of the Extended Warranty Policy.
-) Labor is covered as per DRYAIR flat labor rate.
-) The Warranty Policy, terms and conditions, may change from time to time without prior notice.
-) Warranty terms and conditions are transferable in the event of the sale to a second owner.
-) Replacement parts will be warranted for 90 days from the repair date. Bill of sale must accompany the warranty claim.
-) The terms of this Warranty Policy are subject to provincial and state legislation. DRYAIR reserves the right to make modifications in accordance with provincial and state legislation without prior notice or obligation.

Extended warranty policy

Heat exchanger

-) An extended warranty is available on the heat exchanger unit of the water heater assembly. The available warranty for a part, under the extended warranty policy, is prorated by 20% per year.
-) Shipment date is the date to be used for the commencement of the warranty period.
-) Coverage schedule

Year 1 - 100%
Year 2 - 80%
Year 3 - 60%

Year 4 - 40%

Year 5 - 20%

Exceptions to the warranty policies

-) Under no circumstance shall the owner be entitled to recover costs for incidental, special or consequential damages such as, but not limited to: loss of profit or revenue, other commercial losses, inconvenience and/or replacement equipment rental cost.
-) Maintenance, repair or service items not related to warrantable defects.
-) Loss or damage during shipping.
-) Failure resulting from lack of or improper maintenance.
-) Damage caused by operator abuse, negligence or improper operation.
-) Damage resulting from improper voltage supply.
-) Damage from improper installation. Installation done by other than the manufacturer.
-) Non-defective items replaced at the request of the customer.
-) Damage due to accidents.
-) Damage resulting from improper fuel supply (i.e. pressure or contamination).
-) Damage resulting from cracked or broken lines occurring during transport.
-) Damage resulting from use of inadequate or improper fluids (i.e. Glycol or oil).
-) Mileage is not covered.
-) Glycol is considered a consumable and will not be covered under warranty policy.
-) Generators carry their own warranty coverage through their own manufactures. Please refer generator issues to the OEM. Contact information may be found in the Service & Operators Manual under Optional Equipment.

Owner obligations

-) It is the responsibility of the owner, at the owner's expense, to transport the equipment to the service facility of an authorized DRYAIR distributor/dealer or alternately to reimburse the distributor/dealer, for any traveling expenses incurred in fulfilling this warranty.
-) The terms of this Warranty Policy are subject to provincial and state legislation. DRYAIR reserves the right to make modifications in accordance with provincial and state legislation without prior notice or obligation.
-) It is the responsibility of the owner to read, understand and implement the maintenance, safety and operational guidelines as laid out in the Operation and Maintenance Guide.
-) All parts to be tagged with warranty claim number and shipped prepaid to DRYAIR within 30 days.

Manufacture obligations

-) DRYAIR reserves the right to continually improve the product's parts or specifications at any time without notice or obligation.

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Warranty Claim Procedure

-) All warranty credits must be processed with the DRYAIR Warranty Claim Form.
-) All warranty parts, unless otherwise specified, are to be returned to DRYAIR along with a completed Warranty Claim Form.

Note: Prior to returning warranty parts, please call for an authorization number and shipping instructions from the Warranty department in Canada.

Location of Warranty Depots.

USA
DRYAIR Manufacturing Corp.
1095 N. Main Street
Bowling Green, OH
43402
Ph. 1 (866)354-8546

Canada
DRYAIR Manufacturing Corp.
400 Service Road
Box 126
St. Brieux, SK
S0K 3V0
Ph. 1 (888) 750-1700

-) Each warranty claim should only refer to one Serial or Production Schedule numbered unit.
-) Warranty parts are to be tagged with warranty claim number.
-) When claiming for warranty labour, the allowable warranty labour rate will be \$65.00/hour. The factory reserves the right to adjust the number of hours claimed where deemed necessary.
-) The factory may at times specify allowable labour for certain warranty procedures.
-) Mileage and travel time, to and from the customer are not eligible for warranty credit.
-) Freight charges for warranty parts are not eligible for warranty credit.
-) Labour flat rates for component changes;



-) Electrical Components -0.5hr
 - Relays
 - Switches
 - Thermostats
 - Breakers
-) Electric Motor Changes -1hr
 - Hose Reel
-) Plumbing Components -1hr
 - Flow Reverser
 - Flow Switch
 - Valves
-) Glycol Pump Changes -2hrs

Note: Other labour charges will be at the discretion of DRYAIR