



Warranty Claim Procedures

Completion and Submission of Warranty Claim

1. All Warranty Claims, without exception, require a WARRANTY CLAIM AUTHORIZATION NO. Please call 1-888-750-1700 or email service@dryair.ca for number, DRYAIR Warranty Claim Form and Warranty Claim Procedures.
2. All warranty credits must be processed with a DRYAIR Warranty Claim Form.
3. Each warranty claim should only refer to one Serial No. unit. Each Warranty Claim can have multiple items on the claim.
4. Mileage and travel time to/from the customer are not eligible for warranty credit.
5. Freight charges for warranty parts are not eligible for warranty credit.
6. When claiming for warranty labor the allowable warranty labor rate will be \$85.00/hour
7. All warranty parts, unless otherwise specified, are to be returned to one of our DRYAIR Warranty Depots. *(Details of exceptions described below)*



WARRANTY DEPOT LOCATIONS

USA

DRYAIR Manufacturing Corp.
410 Douglas Road, Box 264
Bradner, OH 43406
Ph. 1 (888) 750-1700

Canada

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

- i. Parts **required to be returned** to factory must be tagged with warranty claim number.
 - ii. **Examples** of items that are required to be returned to factory are: Pumps, electric motors, gas or diesel burners, hose, any gas valves or controls.
 - iii. Examples of items that are **not required to be returned** to the factory (*in these instances, please provide a picture of the defective part with the warranty claim*): Seals, mechanical switches, relays, refractory bricks, various plumbing fittings, ball valves, level switches, enclosure, fender or cabinet components, chimney components, fuel lines.
 - iv. If in doubt about whether a component is required to be returned, please email service@dryair.ca for direction.
8. DRYAIR reserves the right to SPECIFY allowable labor hours for certain warranty components and to change the allowable hours from time to time. Below is a table of Allowable labor hours based on different categories of warranty components. *If, in some special situation, additional labor is felt necessary to claim please list as a separate item and provide comments for justification of additional labor amount. This request will be taken into consideration but not automatically approved.*

ALLOWABLE WARRANTY HOURS

- a. Electrical Components (examples below) 1 hour
 - i. Relays, Breakers, Transformers



- ii. Switches
 - iii. Thermostats
 - iv. Temperature controls (ie:Aquastats)
 - v. Ignition Modules
 - vi. Solenoids
- b. Electrical Motors & Gear Boxes (examples below) 1 hour
- i. Hose reel drive motors
 - ii. Fan coil motors
 - iii. Gear boxes – hose reels
 - iv. Altivar drives – hose reels
- c. Plumbing Components (examples below) 1 hour
- i. Flow reverser controls
 - ii. Flow switches
 - iii. Valves (ball & thermostatic)
 - iv. Electric preheaters
- d. Pumps (various HP water pumps in our systems) 2.5 hours
- e. Burners (all diesel, LP or NG burners) 2 hours
- f. Refractory Bricks (Model 2000-1200) 8 hours