

WARRANTY POLICY

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.

1. STANDARD WARRANTY

- a. DRYAIR will repair or replace, without charge, any defective part of the equipment for a period of twenty four (24) months from delivery to the first retail purchaser, F.O.B St.Brieux, SK., Canada.
- b. All replacement parts shipped out for Warranty purposes will be invoiced to the customer. The Warranty Claim procedure is the process for compensation.
- c. Any parts that are covered by an extended warranty published by DRYAIR are an exception to the STANDARD Warranty policy and are to be warranted as per the details of the Extended Warranty Policy. *(Section #3 below)*.
- d. DRYAIR labor rate for Warranty Compensation is \$85.00/HR USA.
- e. DRYAIR reserves the right to cap the number of labor hours claimed based on the type of procedure being performed to correct the warranty issue. *(Schedule below in Section 4)*
- f. The Warranty Policy, terms and conditions, may change from time to time without prior notice.
- g. Warranty terms and conditions are transferable in the event of the sale to a second owner.
- h. Replacement parts will be warranted for 90 days from the repair date. Bill of sale must accompany the warranty claim.
- i. 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.

2. Exceptions to STANDARD WARRANTY POLICY

- a. 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.
- b. Maintenance, repair or service items not related to warrantable defects.
- c. Loss or damage during shipping.
- d. Failure resulting from lack of or improper maintenance.
- e. Damage caused by operator abuse, negligence or improper operation.
- f. Damage resulting from improper voltage supply.
- g. Damage from improper installation. Installation done by other than the manufacturer.
- h. Non-defective items replaced at the request of the customer.

4. ELIGIBLE WARRANTY HOURS

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| <ul style="list-style-type: none"> a. Electrical Components (examples below) <ul style="list-style-type: none"> i. Relays ii. Switches iii. Thermostats iv. Breakers v. Transformers vi. Temperature controls (ie:Aquastats) vii. Ignition Modules viii. Solenoids b. Electrical Motors & Gear Boxes (examples below) <ul style="list-style-type: none"> i. Hose reel drives motors ii. Fan coil motors iii. Gear boxes – hosereels iv. Altivar drives c. Plumbing Components (examples below) <ul style="list-style-type: none"> i. Flow reverser control ii. Flow switches iii. Valves (ball & thermostatic) iv. Various plumbing fittings v. Electric preheaters d. Pumps (examples below) <ul style="list-style-type: none"> Various HP water pumps in our systems e. Burners (all Diesel, LP or NG burners) f. Refractory Bricks (Model 2000-1200) | <p>1 hour</p> <p>1 hour</p> <p>1 hour</p> <p>2.5 hours i.</p> <p>2 hours</p> <p>8 hours</p> |
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5. OWNER'S OBLIGATIONS

- a. 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.
- b. 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.
- c. 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.



- d. All parts to be tagged with warranty claim number and shipped prepaid to DRYAIR within 30 days.

6. MANUFACTURER'S OBLIGATIONS

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

7. NORTH AMERICAN WARRANTY DEPOTS

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

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.



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)*
 - 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.