



676 Broadway Street
Dayton, Tennessee 37321
423-775-2131
www.Airxcel.com

WARRANTY POLICIES

1. **APPLIANCE LIMITED WARRANTY** - Furnaces, water heaters and cooking appliances have a two year limited warranty on parts and labor to the original owner. Furnace heat exchangers have continued coverage during the third through the fifth years, without a labor allowance. Water heater tanks have continued coverage through the third year without a labor allowance.

Please refer to the limited warranty provided with the appliance for other warranty coverages and limitations.

2. **OPTIONAL APPLIANCE LIMITED WARRANTY PLANS** - The customer may elect to purchase the extended heat exchanger coverage offered for all furnaces or the optional park model furnace travel mileage reimbursement coverage. These plans must be purchased by the customer within 90 days of the coach or appliance purchase.
3. **REPLACEMENT PART LIMITED WARRANTY** - All replacement service parts are covered by a 90 day limited warranty. **Labor allowances are not included in the replacement part limited warranty.**
4. **DSI MODULE BOARD REPLACEMENT PART WARRANTY - NO LABOR ALLOWANCE.** Water Heater Module Board Kit No. 520814 has a ONE (1) YEAR WARRANTY. FURNACE 3G FAN CONTROL MODULE BOARD KIT NO. 521099 HAS A THREE (3) YEAR WARRANTY EFFECTIVE October 21, 2013

FILING APPLIANCE WARRANTY CLAIMS

1. Submit an original labor bill. The claim should include an invoice number or reference number.
2. The claim must include the customer's name, address, telephone number and signature.
3. All claims must include **model and serial number** of the appliance along with the purchase date and the service date of the appliance
4. If a new coach is serviced, list the brand name and the vehicle identification number.
5. List the description of complaint and service performed including the replaced part number and name.
6. Follow the flat rate schedule to determine labor time. All labor is paid at the registered shop rate.
7. The following parts are required to be returned. All motors, module boards, gas valves, range manifolds, electric elements, temperature and pressure relief valves, thermostats (heat only) and furnace combustion chambers. A UPS return label is provided with the required parts listed above; use this to return the part. Place labor claim package with field return part.
8. An authorization number is needed to return a complete appliance. To obtain authorization please contact Suburban's Service Department at 423-775-2131, extension 7102.
9. To expedite your claim, return the defective parts required to be inspected (see line 7) properly tagged along with the labor claim form. Claims should be received within 60 days of the service date.
10. **USE ONLY GENUINE SUBURBAN REPLACEMENT PARTS.** Suburban will not be responsible for parts or accessories not approved to be installed on Suburban appliances. Claims will not be processed if a "universal" or generic replacement part is used.

FILING A 90 DAY REPLACEMENT PART WARRANTY NO LABOR ALLOWANCE

The procedures for submitting a 90 day replacement part warranty claim are listed below:

1. Complete a parts tag and attach to the following parts (motors, gas valves, electric elements, heat only thermostat, module boards and combustion chambers) that are required to be returned.
2. For field scrapped parts complete a parts tag and note "**Field Scrapped**" on the tag.
3. Please hold all field scrapped parts for 60 days for possible inspection.
4. Freight charges must be prepaid on all returns.

FILING A NO CHARGE (NO RETURN) WARRANTY CLAIM

The procedures for submitting a NO return part are listed below.

1. Submit a copy of the part invoice and a labor claim via Email to: LABORCLAIMS@SUBURBANMFG.COM
2. For field scrapped parts complete a parts tag and note "Field Scrapped" on the tag.
3. Follow the flat rate schedule to determine labor time. All labor is paid at the registered shop rate.

If the information listed above is not provided, the repair bill/claim will not be processed and will be returned to the service agency. Claims determined not to be the responsibility of Airxcel, Inc. - Suburban Division, will also be returned.

All warranty returns must be shipped freight prepaid to:

AIRXCEL, INC. - SUBURBAN DIVISION
676 Broadway Street
Dayton, Tennessee 37321

Suburban strives to process and reimburse all service agencies as soon as possible. Please be sure to follow the warranty claim process listed above to insure your claim is processed quickly.

To obtain parts tags contact AIRXCEL, INC. - SUBURBAN DIVISION at 423-775-2131, EXT 7101 or via e-mail at SMCSales@suburbanmfg.com.

FLAT RATE SCHEDULE

If more than one part is defective, use the total of both replacement times but only one set-up time. Claims for repairs which exceed the flat rate will be adjusted. Time allowance schedule is in hours.

For repairs not listed or assistance with troubleshooting contact our factory service department at 423-775-2131, Ext. 7102. Claims should be received within 60 days of the service date.

RECREATIONAL VEHICLE FORCED AIR FURNACES (ALL MODELS)

All flat rates include diagnostic/set-up time and gas leak test.

<u>Description of Replacement Part</u>	<u>Set-up Time</u>	<u>Replacement Time</u>
*Replace Gas Valve.....	.50	.50
Replace Gas Valve Solenoid (SF Models ONLY)50	.25
Replace Main Burner50	.50
Replace Microswitch50	.25
*Replace Motor.....	.25	1.00
Replace Blower Wheel.....	.50	.40
*Replace Thermostat (HEAT ONLY).....	.25	.20
Replace Transformer50	.50
Replace Electrode.....	.25	.25
Replace Electrode - "SF" Models.....	.50	.50
Replace Electrode Wire - "NT" Models50	.20
*Replace Module Board.....	.50	.25
Replace Limit Switch.....	.50	.25
Replace On/Off Switch.....	.50	.20
Replace Blower Housing (Plastic) Room Air.....	.25	.45
Replace Combustion Air Housing (Plastic) Rear Half.....	.25	.45
Replace Combustion Air Housing (Plastic) Front Half25	.45

*Parts required to be returned for warranty.

RECREATIONAL VEHICLE WATER HEATERS (ALL MODELS)

All flat rates include diagnostic/set-up time and gas leak test.

*Replace Gas Control Valve (Pilot Models).....	1.00
*Replace Gas Valve (Electronic Models).....	.50
Replace Gas Valve Solenoid (Electronic Models).....	.25
Replace Thermocouple - Pilot Assembly50
Replace Main Burner Tube50
*Replace Module Board.....	.50
Replace Reignitor20
Replace Door Assembly.....	.30
*Replace Electric Element.....	.50
Replace 120 V.A.C. T-Stat and ECO50
Replace 12 V.D.C. T-Stat and ECO50
Replace On/Off Light Switch.....	.40
Replace Electrode.....	.50
Replace Relay (DEL Models only)50
Replace Electric Element Switch50
*Replace Temperature and Pressure Relief Valve50

*Parts required to be returned for warranty.

RECREATIONAL VEHICLE COOKING APPLIANCES (ALL MODELS)

All flat rates include diagnostic/set-up time and gas leak test.

Suburban Ranges

Pilot Thermocouple50
Burner, Oven.....	.50
*Manifold Assembly50
*Oven Valve, Burner (SABAF Ranges Only).....	.60
Control Panel25
Hinge, Door.....	.50
*Regulator50
Burner, Top.....	.25
Piezo25
Spark Igniter.....	.25
Handle, Oven20
Door Seal, Oven15
Burner Electrode10

*Parts required to be returned for warranty.

Suburban Slide-In Cooktops

*Valve, Burner.....	.60
Control Panel25
*Regulator.....	.50
Burner, Top.....	.25

*Parts required to be returned for warranty.

Suburban Drop-In Cooktops

*Manifold Assembly50
*Valve, Burner.....	.60
*Regulator.....	.50
Burner, Top.....	.25

*Parts required to be returned for warranty.

Suburban Glass Top Covers

Range Glass Panel20
Complete Glass Top.....	.80



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WARRANTY SERVICE CLAIM FORM

SERVICE COMPANY	TELEPHONE NO.
ADDRESS	
CITY AND STATE	ZIP CODE

SERVICE COMPANY WORK ORDER NUMBER	
SUBURBAN MFG. CO. CLAIM NUMBER	

CUSTOMER NAME	TELEPHONE NO.
ADDRESS	
CITY AND STATE	ZIP CODE

APPLIANCE MODEL NUMBER:	
SERIAL NUMBER:	
PURCHASE DATE:	
VEHICLE MANUFACTURER:	VEHICLE MODEL:
VEHICLE ID NUMBER:	

CHECK ONE

- APPLIANCE WAS INSTALLED BY AN RV MFG (OEM)
 APPLIANCE PURCHASED FROM AFTERMARKET

DATE SERVICE REQUESTED:	WARRANTY AUTHORIZATION NUMBER:	DATE SERVICE COMPLETED:
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DIAGNOSIS AND SERVICE PERFORMED

COMPLAINT:
SERVICE PERFORMED:

PARTS USED FOR REPAIR

PART NUMBER	DESCRIPTION

FLAT RATE TIME: _____

LABOR AMOUNT: \$ _____

TOTAL: \$ _____

INSTRUCTIONS FOR DEFECTIVE PARTS RETURNS:

All water heaters, module boards, motors, valves, electric elements, and combustion chambers must be **properly tagged** and returned for factory inspection within 60 days. The labor claim should be returned with these parts.

All other parts may be field scrapped - please mark on the claim form that the part was "Field Scrapped". Field scrapped parts should be held until the claim is approved by the factory.

DO NOT SUBMIT INVOICE UNTIL SERVICE IS COMPLETE.

 TECHNICIAN SIGNATURE DATE

 CUSTOMER SIGNATURE/COMPANY NAME DATE
 IF NOT ORIGINAL APPLIANCE OWNER

Please retain a copy of this form.