



## Air Conditioner, Heat Pump, ECU, PTAC, GPac Warranty Statement and Policies

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### Airxcel Commercial Group (ACG) Limited Product Warranty Comparison Chart

WARRANTY TYPE	90 DAY <sup>1</sup> PARTS/LABOR	12 MONTH PARTS ONLY	12 MONTH PARTS/LABOR	24 MONTH PARTS/LABOR	60 MONTH PARTS/LABOR	60 MONTH COMPRESSOR
Marvair, ICE, Eubank (STANDARD)	✓	✓				✓
Suburban Applied Products (STANDARD <sup>2</sup> )			✓			✓
BRONZE	ANY SPECIAL WARRANTY WRITTEN FOR A JOB					✓
SILVER	✓		✓			✓
GOLD	✓			✓		✓
DIAMOND	✓				✓	✓

<sup>1</sup>If any part of your ACG unit fails within 90 days of the commencement of the warranty, ACG will furnish without charge, EX Works, Cordele, Georgia, the required replacement part and pay for the labor to replace the part in accordance with the ACG Flat Rate Labor Guidelines.

<sup>2</sup>The Suburban Applied Products Standard Warranty includes 5 years for the heat exchanger.

## Airxcel Commercial Group Limited Product Warranty

Airxcel Commercial Group (ACG) warrants its products to be free from defects in materials and workmanship under normal use to the original purchaser when installed within the contiguous United States, the District of Columbia, and Canada for the period of time in the table below. If any part of your ACG product fails within 15 months from the date of the original shipment from ACG, or within twelve months from the date of original start-up but not to exceed 18 months from date of original shipment from ACG, whichever comes first, ACG will furnish without charge, EXW Cordele, Georgia, the required replacement part. The owner must provide proof of the date of the original start-up. The contractor's invoice, the certificate of occupancy, or similar documents are examples of acceptable proof of the date of the original start-up.

<b>Marvair, ICE, Eubank</b>	<b>Suburban Applied Products</b>
90 Days* w/Flat Rate Labor <i>(See Marvair, ICE, Eubank Flat Rate Labor Guidelines)</i>	1 Year Parts/Labor – w/Flat Rate Labor <i>(See Suburban AP Flat Rate Labor Guidelines)</i>
1 Year Parts	5 Years Heat Exchanger
5 Years Compressor	5 Years Compressor

\*If any part of your ACG unit fails within 90 days of the commencement of the warranty, ACG will furnish without charge, EX Works, Cordele, Georgia, the required replacement part and pay for the labor to replace the part in accordance with the ACG Flat Rate Labor Guidelines.

The following optional warranties are available from Airxcel Commercial Group:

<b>Bronze</b>	<b>Silver</b>	<b>Gold</b>	<b>Diamond</b>
Any Special Warranty Written for a Job	1 Year Parts/Labor	2 Years Parts/Labor	5 Years Parts/Labor

The responsibility of the equipment owner includes:

1. To operate the equipment in accordance with the manufacturer's instructions.
2. To provide easy accessibility for servicing.
3. To check and reset any circuit breaker(s) and/or disconnect(s) prior to calling for service.
4. To keep the unit clean and free of dirt and containment and replace filters as required.
5. To keep the outdoor coil clean and free of leaves, paper, or other debris.
6. To pay the charges incurred when any of the above have not been done.
7. To pay for repair or replacement of any material or part other than those within the ACG unit or controller.

ACG will not be responsible for labor, transportation costs, delays or failures to complete repairs caused by events beyond our control.

This warranty does not cover:

1. Any transportation, related service labor, diagnosis calls, filter, driers, refrigerant, or any other material charges.
2. Damages caused by shipping, accident, abuse, negligence, misuse, fire, flood, or Acts of God.
3. Damages caused by operating or staging the unit in a corrosive environment
4. Damages caused by improper application of the product.
5. Damages caused by failing to perform proper routine maintenance.
6. Expenses incurred for erecting, disconnecting or dismantling the product or installing the replacement part(s).
7. Products not installed or operated according to the included instructions, local codes, and good trade practices.
8. Products moved from the original installation site.
9. Products lost or stolen
10. Consequential damages or incidental expenses including losses to persons, property or business.
11. Modifications to original unit after it leaves the factory, such as breaking the any part of the sealed systems unless authorized in advance in writing by ACG.

When service is required, it must be performed during normal working hours (8:00 AM - 5:00 PM) Monday - Friday and must be performed by ACG personnel or a designated Service Representative. ACG will pay for non-priority shipping costs of the compressor during the first twelve months of the warranty period. After the first twelve months of the warranty period, all costs of shipment and risk of loss during the shipment of the compressor shall be the responsibility of the owner.

The owner of the product may ship the allegedly defective or malfunctioning product or part to ACG, at such owner's expense, and ACG will diagnose the defect and, if the defect is covered under this warranty, ACG will honor its warranty and furnish the required replacement part. All costs for shipment and risk of loss during shipment of the product to ACG and back to the owner shall be the responsibility and liability of the owner. Upon written request by an owner, ACG may arrange for remote diagnosis of the allegedly defective or malfunctioning product or part but all costs for transportation, lodging and related expenses with regard to such diagnostic services shall be the responsibility and liability of the owner.

An owner requesting performance under this Warranty shall provide reasonable access to the allegedly defective or malfunctioning product or part to ACG and its authorized agents and employees.

**THIS WARRANTY CONSTITUTES THE EXCLUSIVE REMEDY OF ANY PURCHASER OF AN AIRXCEL COMMERCIAL GROUP HEAT PUMP OR AIR CONDITIONER AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE, TO THE FULLEST EXTENT PERMITTED BY LAW. IN NO EVENT SHALL ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE EXCEED THE TERMS OF THE APPLICABLE WARRANTY STATED ABOVE AND AIRXCEL COMMERCIAL GROUP SHALL HAVE NO OTHER OBLIGATION OR LIABILITY. IN NO EVENT SHALL MARVAIR BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR MONETARY DAMAGES.**

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE-TO-STATE. Some states do not allow limitations or exclusions, so the above limitations and exclusions may not apply to you.

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## Airxcel Commercial Group Silver Service™ Warranty



Airxcel Commercial Group (ACG) warrants its products to be free from defects in materials and workmanship under normal use to the original purchaser when installed within the contiguous United States, the District of Columbia, and Canada for the period of 15 months from the date of original shipment by ACG or 12 months from the date of original start-up. If any part of your ACG product fails within 15 months from the date of the original shipment from ACG, or within twelve months from the date of original start-up but not to exceed 18 months from date of original shipment from ACG, whichever comes first, ACG will furnish without charge, EXW Cordele, Georgia, the required replacement part and pay for the related service labor to replace the failed part. The owner must provide proof of the date of the original start-up. The contractor's invoice, the certificate of occupancy, or similar documents are examples of acceptable proof of the date of the original start-up.

The responsibility of the equipment owner includes:

1. To operate the equipment in accordance with the manufacturer's instructions.
2. To provide easy accessibility for servicing.
3. To check and reset any circuit breaker(s) and/or disconnect(s) prior to calling for service.
4. To keep the unit clean and free of dirt and containment and replace filters as required.
5. To keep the outdoor coil clean and free of leaves, paper, or other debris.
6. To pay the charges incurred when any of the above have not been done.
7. To pay for repair or replacement of any material or part other than those within the ACG unit or controller.

ACG will not be responsible for labor, transportation costs, delays or failures to complete repairs caused by events beyond our control. This warranty does not cover:

1. Any transportation, related service labor, diagnosis calls, filter, driers, refrigerant, or any other material charges.
2. Damages caused by shipping, accident, abuse, negligence, misuse, fire, flood, or Acts of God.
3. Damages caused by operating or staging the unit in a corrosive environment
4. Damages caused by improper application of the product.
5. Damages caused by failing to perform proper routine maintenance.
6. Expenses incurred for erecting, disconnecting or dismantling the product or installing the replacement part(s).
7. Products not installed or operated according to the included instructions, local codes, and good trade practices.
8. Products moved from the original installation site.
9. Products lost or stolen
10. Consequential damages or incidental expenses including losses to persons, property or business.
11. Modifications to original unit after it leaves the factory, such as breaking the any part of the sealed systems.

When service is required, it must be performed during normal working hours (8:00 AM - 5:00 PM) Monday - Friday and must be performed by ACG personnel or a designated Service Representative. ACG will pay for non-priority shipping costs of the compressor during the first twelve months of the warranty period. After the first twelve months of the warranty period, all costs of shipment and risk of loss during the shipment of the compressor shall be the responsibility of the owner.

The owner of the product may ship the allegedly defective or malfunctioning product or part to ACG, at such owner's expense, and ACG will diagnose the defect and, if the defect is covered under this warranty, ACG will honor its warranty and furnish the required replacement part. All costs for shipment and risk of loss during shipment of the product to ACG and back to the owner shall be the responsibility and liability of the owner. Upon written request by an owner, ACG may arrange for remote diagnosis of the allegedly defective or malfunctioning product or part but all costs for transportation, lodging and related expenses with regard to such diagnostic services shall be the responsibility and liability of the owner.

An owner requesting performance under this Warranty shall provide reasonable access to the allegedly defective or malfunctioning product or part to ACG and its authorized agents and employees.

**THIS WARRANTY CONSTITUTES THE EXCLUSIVE REMEDY OF ANY PURCHASER OF AN AIRXCEL COMMERCIAL GROUP HEAT PUMP OR AIR CONDITIONER AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE, TO THE FULLEST EXTENT PERMITTED BY LAW. IN NO EVENT SHALL ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE EXCEED THE TERMS OF THE APPLICABLE WARRANTY STATED ABOVE AND AIRXCEL COMMERCIAL GROUP SHALL HAVE NO OTHER OBLIGATION OR LIABILITY. IN NO EVENT SHALL MARVAIR BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR MONETARY DAMAGES.**

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## Airxcel Commercial Group Gold Service™ Warranty



Airxcel Commercial Group (ACG) warrants its products to be free from defects in materials and workmanship under normal use to the original purchaser when installed within the contiguous United States, the District of Columbia, and Canada for the period of 27 months from the date of original shipment by ACG or 24 months from the date of original start-up. If any part of your ACG product fails within 27 months from the date of the original shipment from ACG, or within 24 months from the date of original start-up, whichever comes first, ACG will furnish without charge, EXW Cordele, Georgia, the required replacement part and pay for the related service labor to replace the failed part. The owner must provide proof of the date of the original start-up. The contractor's invoice, the certificate of occupancy, or similar documents are examples of acceptable proof of the date of the original start-up.

The responsibility of the equipment owner includes:

1. To operate the equipment in accordance with the manufacturer's instructions.
2. To provide easy accessibility for servicing.
3. To check and reset any circuit breaker(s) and/or disconnect(s) prior to calling for service.
4. To keep the unit clean and free of dirt and containment and replace filters as required.
5. To keep the outdoor coil clean and free of leaves, paper, or other debris.
6. To pay the charges incurred when any of the above have not been done.
7. To pay for repair or replacement of any material or part other than those within the ACG unit or controller.

ACG will not be responsible for labor, transportation costs, delays or failures to complete repairs caused by events beyond our control. This warranty does not cover:

1. Any transportation, related service labor, diagnosis calls, filter, driers, refrigerant, or any other material charges.
2. Damages caused by shipping, accident, abuse, negligence, misuse, fire, flood, or Acts of God.
3. Damages caused by operating or staging the unit in a corrosive environment
4. Damages caused by improper application of the product.
5. Damages caused by failing to perform proper routine maintenance.
6. Expenses incurred for erecting, disconnecting or dismantling the product or installing the replacement part(s).
7. Products not installed or operated according to the included instructions, local codes, and good trade practices.
8. Products moved from the original installation site.
9. Products lost or stolen
10. Consequential damages or incidental expenses including losses to persons, property or business.
11. Modifications to original unit after it leaves the factory, such as breaking the any part of the sealed systems.

When service is required, it must be performed during normal working hours (8:00 AM - 5:00 PM) Monday - Friday and must be performed by ACG personnel or a designated Service Representative. ACG will pay for non-priority shipping costs of the compressor during the first twelve months of the warranty period. After the first twelve months of the warranty period, all costs of shipment and risk of loss during the shipment of the compressor shall be the responsibility of the owner.

The owner of the product may ship the allegedly defective or malfunctioning product or part to ACG, at such owner's expense, and ACG will diagnose the defect and, if the defect is covered under this warranty, ACG will honor its warranty and furnish the required replacement part. All costs for shipment and risk of loss during shipment of the product to ACG and back to the owner shall be the responsibility and liability of the owner. Upon written request by an owner, ACG may arrange for remote diagnosis of the allegedly defective or malfunctioning product or part but all costs for transportation, lodging and related expenses with regard to such diagnostic services shall be the responsibility and liability of the owner.

An owner requesting performance under this Warranty shall provide reasonable access to the allegedly defective or malfunctioning product or part to ACG and its authorized agents and employees.

**THIS WARRANTY CONSTITUTES THE EXCLUSIVE REMEDY OF ANY PURCHASER OF AN AIRXCEL COMMERCIAL GROUP HEAT PUMP OR AIR CONDITIONER AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE, TO THE FULLEST EXTENT PERMITTED BY LAW. IN NO EVENT SHALL ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE EXCEED THE TERMS OF THE APPLICABLE WARRANTY STATED ABOVE AND AIRXCEL COMMERCIAL GROUP SHALL HAVE NO OTHER OBLIGATION OR LIABILITY. IN NO EVENT SHALL MARVAIR BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR MONETARY DAMAGES.**

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## Airxcel Commercial Group Diamond Service™ Warranty



Airxcel Commercial Group (ACG) warrants its products to be free from defects in materials and workmanship under normal use to the original purchaser when installed within the contiguous United States, the District of Columbia, and Canada for the period of 63 months from the date of original shipment by ACG or 60 months from the date of original start-up. If any part of your ACG product fails within 63 months from the date of the original shipment from ACG, or within 60 months from the date of original start-up, whichever comes first, ACG will furnish without charge, EXW Cordele, Georgia, the required replacement part and pay for the related service labor to replace the failed part. The owner must provide proof of the date of the original start-up. The contractor's invoice, the certificate of occupancy, or similar documents are examples of acceptable proof of the date of the original start-up.

The responsibility of the equipment owner includes:

1. To operate the equipment in accordance with the manufacturer's instructions.
2. To provide easy accessibility for servicing.
3. To check and reset any circuit breaker(s) and/or disconnect(s) prior to calling for service.
4. To keep the unit clean and free of dirt and containment and replace filters as required.
5. To keep the outdoor coil clean and free of leaves, paper, or other debris.
6. To pay the charges incurred when any of the above have not been done.
7. To pay for repair or replacement of any material or part other than those within the ACG unit or controller.

ACG will not be responsible for labor, transportation costs, delays or failures to complete repairs caused by events beyond our control. This warranty does not cover:

1. Any transportation, related service labor, diagnosis calls, filter, driers, refrigerant, or any other material charges.
2. Damages caused by shipping, accident, abuse, negligence, misuse, fire, flood, or Acts of God.
3. Damages caused by operating or staging the unit in a corrosive environment
4. Damages caused by improper application of the product.
5. Damages caused by failing to perform proper routine maintenance.
6. Expenses incurred for erecting, disconnecting or dismantling the product or installing the replacement part(s).
7. Products not installed or operated according to the included instructions, local codes, and good trade practices.
8. Products moved from the original installation site.
9. Products lost or stolen
10. Consequential damages or incidental expenses including losses to persons, property or business.
11. Modifications to original unit after it leaves the factory, such as breaking the any part of the sealed systems.

When service is required, it must be performed during normal working hours (8:00 AM - 5:00 PM) Monday - Friday and must be performed by ACG personnel or a designated Service Representative. ACG will pay for non-priority shipping costs of the compressor during the first twelve months of the warranty period. After the first twelve months of the warranty period, all costs of shipment and risk of loss during the shipment of the compressor shall be the responsibility of the owner.

The owner of the product may ship the allegedly defective or malfunctioning product or part to ACG, at such owner's expense, and ACG will diagnose the defect and, if the defect is covered under this warranty, ACG will honor its warranty and furnish the required replacement part. All costs for shipment and risk of loss during shipment of the product to ACG and back to the owner shall be the responsibility and liability of the owner. Upon written request by an owner, ACG may arrange for remote diagnosis of the allegedly defective or malfunctioning product or part but all costs for transportation, lodging and related expenses with regard to such diagnostic services shall be the responsibility and liability of the owner.

An owner requesting performance under this Warranty shall provide reasonable access to the allegedly defective or malfunctioning product or part to ACG and its authorized agents and employees.

**THIS WARRANTY CONSTITUTES THE EXCLUSIVE REMEDY OF ANY PURCHASER OF AN AIRXCEL COMMERCIAL GROUP HEAT PUMP OR AIR CONDITIONER AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE, TO THE FULLEST EXTENT PERMITTED BY LAW. IN NO EVENT SHALL ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE EXCEED THE TERMS OF THE APPLICABLE WARRANTY STATED ABOVE AND AIRXCEL COMMERCIAL GROUP SHALL HAVE NO OTHER OBLIGATION OR LIABILITY. IN NO EVENT SHALL MARVAIR BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR MONETARY DAMAGES.**

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## Coil Coatings Limited Product Warranty

Airxcel Commercial Group (ACG) warrants that its coating is free from defects in materials and workmanship for a period of 3 years from the date of original shipment from the ACG Distribution Center for complete units or replacement coils.

One or more of the heat transfer coils of this unit have been coated with the "Coating". A unit's coil is defined herein as the heat transfer area up to and including the header but not including, the first solder or braze joint.

The Coating shall comply with composition, formulation and specifications set forth in the published specification sheets developed by the manufacturer of the Coating. ACG warrants that applications of the Coating shall be of good workmanship and free from defects. This warranty covers the Coating and/or application for a period of three years from the date of original shipment from the ACG Distribution Center. This Warranty is valid only under and with the following conditions:

- 1) The exposure conditions of the coil have at no time exceeded the limitations set forth in the product specifications;
- 2) ACG shall accept no liability or responsibility for damages should its products, coatings, or services be used for an unspecified purpose, abused, tampered with or combined with foreign elements, damaged by misuse, improper handling, or used in any manner not originally intended.
- 3) Without limiting the generality of the foregoing, the following terms specifically are not covered by this limited warranty:
  - i) Damage resulting from mishandling by freight carriers,
  - ii) Damage from improper cleaning methods, such as the use of high pressure water or air spray, wire brushes, unauthorized chemicals, or coil cleaners of other abrasive actions or products,
  - iii) Damage from any other intentional or accidental act, or any act of nature, which compromises the integrity of the product or coating,
  - iv) Damage originating internally, such as from corrosive liquids or gases inside the system.
- 4) The warranty registration process has been completed and received by ACG.
- 5) Inspection/maintenance requirements are performed in accordance with the recommendations using approved chemicals.
- 6) Notice of any failure of the ACG coating must be presented, in writing, to ACG within 30 days notice after the defect is discovered. Immediately after submitting such notice, free access shall be given to ACG or its appointed representative for the purpose of inspection and/or sampling of fin material and/or air sampling. If written notice is not given within one (1) week, and/or access to examine the coil is denied to ACG or its appointed representative, any claim for breach of this warranty shall be deemed to have been waived, and ACG shall have NO LIABILITY under this warranty.
- 7) In the event of a coil failure and an ensuing dispute as to the cause of said failure, an electron-microscopic test of a sample of the damaged coil will be employed to resolve said dispute. ACG will appoint an independent laboratory to be used for this test and the results will be binding.
- 8) Any service performed under this warranty shall not serve to extend the warranty beyond three years from the application date as set forth on the warranty registration form.
- 9) Coils damaged in transit, after the coating is initially applied, or during installation must be brought to the immediate attention of ACG. At such time, the coating will be repaired at the cost of the customer. Failure to repair the damaged coil will result in the warranty being voided.

An owner requesting performance under this Warranty shall provide reasonable access to the allegedly defective or malfunctioning product or part to ACG and its authorized agents and employees.

This warranty applies only to products purchased and retained for use within the U.S.A., Canada, and Mexico. This warranty does not cover damage caused by improper installation, misuse of equipment or negligent servicing.

THIS WARRANTY CONSTITUTES THE EXCLUSIVE REMEDY OF ANY PURCHASER OF AN ACG HEAT PUMP OR AIR CONDITIONER AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE, TO THE FULLEST EXTENT PERMITTED BY LAW. IN NO EVENT SHALL ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE EXCEED THE TERMS OF THE APPLICABLE WARRANTY STATED ABOVE AND ACG SHALL HAVE NO OTHER OBLIGATION OR LIABILITY. IN NO EVENT SHALL ACG BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR MONETARY DAMAGES.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE-TO-STATE. Some states do not allow limitations or exclusions, so the above limitations and exclusions may not apply to you.

*Rev. 12/2017*

## Coil Coatings Maintenance and Cleaning Requirements

The following cleaning procedures are recommended as part of the routine maintenance activities for Spray Coated coils. Documented routine cleaning of coated coils is required to maintain warranty coverage under the Airxcel Commercial Group Coil Coatings Limited Product Warranty.

### WARNING

**PRIOR TO CLEANING THE UNIT, TURN OFF AND LOCK OUT THE MAIN POWER SWITCH TO THE UNIT AND OPEN ALL ACCESS PANELS. REMOVE SURFACE LOADED FIBERS.**

Surface loaded fibers or dirt should be removed prior to water rinse to prevent further restriction of airflow. If unable to back wash the side of the coil opposite that of the coils entering air side, then surface loaded fibers or dirt should be removed with a vacuum cleaner. If a vacuum cleaner is not available, a soft non-metallic bristle brush may be used. In either case, the tool should be applied in the direction of the fins. Coil surfaces can be easily damaged (fin edges bent over) if the tool is applied across the fins.

**NOTE:** Use of a water stream (such as a garden hose) against a surface loaded coil will drive the fibers and dirt into the coil, making cleaning efforts more difficult. Surface loaded fibers must be completely removed prior to using low velocity clean water rinse.

### PERIODIC CLEAN WATER RINSE

A monthly clean water rinse to remove dirt and debris is recommended for coils that are applied in coastal or industrial environments. It is very important that when rinsing, the water temperature is less than 130°F (55°C) and pressure is less than 100 psig to avoid damaging the fin edges. An elevated water temperature (not to exceed 130°F or 55°C) will reduce surface tension, increasing the ability to remove dirt.

### ROUTINE QUARTERLY CLEANING OF COATED COIL SURFACES

Quarterly cleaning is essential to extend the life of a coated coil and is required to maintain warranty coverage. Coil cleaning shall be part of the unit's regularly scheduled maintenance procedures. Failure to clean a coated coil will void the warranty and may result in reduced efficiency and durability in the environment.

For routine quarterly cleaning, first clean the coil with an approved coil cleaner. After cleaning the coils with the approved cleaning agent, use the approved chloride remover to remove soluble salts and revitalize the unit.

A water rinse should be completed after using any chloride remover. Chloride removers are not intended for use as a degreaser. Any grease or oil film should first be removed with the approved cleaning agent.

#### 1. REMOVE BARRIER WITH COIL CLEANER

Soluble salts adhere themselves to the substrate. For the effective use of this product, the product must be able to come in contact with the salts. These salts may be beneath any soils, grease, or dirt; therefore, these barriers must be removed prior to application of this product. As in all surface preparation, the best work yields the best results.

The following cleaning agent, assuming it is used in accordance with the manufacturer's directions on the container for proper mixing (4:1 condensers & 8:1 evaporators) and cleaning, has been approved for use on Airxcel Commercial Group Spray Coated coils to remove mold, mildew, dust, soot, greasy residue, lint, and other particulate.

#### 2. APPLY CHLORIDE REMOVER

Apply chloride remover directly onto the substrate. Sufficient product must be applied uniformly across the substrate to thoroughly wet out surface with no areas missed. This may be accomplished by use of a pump-up sprayer or conventional spray gun. Either method will suffice, as long as the entire area to be cleaned is wetted. After the substrate has been thoroughly wetted, the salts will be soluble and it is now only necessary to rinse them off.

#### 3. RINSE

It is highly recommended that a hose be used, as a pressure washer will damage the fins. The water to be used for the rinse is recommended to be of potable quality, though a lesser quality of water may be used if a small amount of chloride remover is added. Check with the chloride remover's manufacturer for recommendations on lesser quality rinse water.

### CAUTION

**HARSH CHEMICALS, HOUSEHOLD BLEACH, OR ACID CLEANERS SHOULD NOT BE USED TO CLEAN OUTDOOR OR INDOOR COATED COILS. THESE CLEANERS CAN BE VERY DIFFICULT TO RINSE OUT OF THE COIL AND CAN ACCELERATE THE CORROSION ATTACK OF THE COIL AND COATING.**

**HIGH VELOCITY WATER FROM A PRESSURE WASHER OR COMPRESSED AIR SHOULD ONLY BE USED AT A VERY LOW PRESSURE (LESS THAN 100 PSI) TO PREVENT FIN AND/OR COIL DAMAGES. THE FORCE OF THE WATER OR AIR JET MAY BEND THE FIN EDGES AND INCREASE AIRSIDE PRESSURE DROP. REDUCED UNIT PERFORMANCE OR NUISANCE UNIT SHUTDOWNS MAY OCCUR.**



**Warranty Claim Form**  
 P.O. Box 400 • Cordele, GA 31010  
 156 Seedling Drive • Cordele, GA 31015  
 Ph: 229-273-3636 • Fax: 229-276-1479

**COMPLETE DATA IS REQUIRED TO PROCESS CLAIM**

Person Requesting Assistance	
Company Requesting Assistance	
Requesting Company Address	
Requesting Company Phone Number	
Requesting Company E-Mail Address	
Product Model #	
Product Serial #	
Nature of Problem	

*If a service call is, or was, required complete **Section 1**, if a parts warranty claim skip to **Section 2***

**SECTION 1**

Company and Address	
City, State, Zip	
Point of Contact, Phone Number	
Alternate Contact, Phone Number	

**SECTION 2 - REPAIR CLASSIFICATION**

1. Refrigeration Leak
2. Major Component Replacement
3. Air Movers including Motor, Blower Wheel, and Fan Blade
4. Control Board, Contractors, Relays, Transformers, or other unmentioned electrical components

**REPAIR PARTS USED**

Part Number	Failed Part	RMA Number

**INTERNAL USE ONLY**

Parts Verified	Date Code	Vendor Name	Processed
YES NO			Date By
Warranty	Credit	Reviewed	
YES NO	YES NO	Date	By





## Warranty Service Request Form

P.O. Box 400 • Cordele, GA 31010  
 156 Seedling Drive • Cordele, GA 31015  
 Ph: 229-273-3636 • Fax: 229-276-1479

DATE RECEIVED	TIME NOTIFIED	DATE DISPATCHED	TIME DISPATCHED	CUSTOMER PO#	ACG SERVICE PO#

Person Requesting Service:						
Company Requesting Service:						
Requesting Company Address:						
Requesting Company Phone #:				Account #		

**PLEASE SET UP AN APPOINTMENT WITH CONTACT BEFORE GOING TO SITE!**

Point of Contact:			Company:			
Phone #:			Alternate Contact:			
Site Address:						
City:			State:		Zip Code:	

**MUST CALL CONTACT TO GAIN ACCESS TO EQUIPMENT!**

**PLEASE OBTAIN UNIT MODEL & SERIAL NUMBER!**

Model Number	Serial Number	Nature of Problem

**Service Company Information**

Service Company:			Contact:			
Phone #:			Fax #:			
City:			State:		Zip Code:	

Invoices will be paid in accordance with Labor Allowance Guidelines. Failure to follow these guidelines may result in delayed payment. All overtime work must be approved in advance. Service centers are required to notify Airxcel Commercial Group (ACG) if site travel will exceed 1 hour each way – additional travel time must be approved in advance. Detailed invoices or service tech call sheet/work orders are required to be submitted with invoices for payment. Service techs should document work in detail and include/verify model and serial number of all equipment. The ACG PO must be on all invoices/work orders. ACG will provide warranty replacement parts for service calls. Please contact us at 229-273-3636 and speak with the Parts and Warranty Department.

## Marvair, ICE, Eubank Flat Rate Labor Guidelines

Service Required	Wallmount	Scholar	Notes	Service Required	Wallmount	Scholar	Notes
<b>Refrigerant Circuit (Labor Hours)</b>				<b>Electrical Controls (Labor Hours)</b>			
Refrigerant Recovery	1	1		Any Component Replacement	0.5	0.5	
Compressor Replacement	4	4		Thermostat	0.5	0.5	
Condenser Coil Replacement	4	8		Crankcase Heater Replacement	0.5	0.5	
Evaporator Coil Replacement	4	4		<b>Condenser Fan Assemblies (Labor Hours)</b>			
Capillary Tube Replacement	3	4		Fan Blade Replacement	0.5	0.5	
Expansion Valve Replacement	3	4		Motor Replacement (Includes Fan Blades)	1.5	1.5	
Reversing Valve Replacement	3.5	6		<b>Evaporator Blower Assembly (Labor Hours)</b>			
Check Valve Replacement	2	N/A		Blower Wheel Replacement	1.5	2	3 for HP
Drier Replacement	1	1		Motor Replacement (Includes Fan Blades)	2	2.5	3 for HP
Accumulator	3	3		<b>Economizer Section (Labor Hours)</b>			
Tighten Valves	0.5	0.5		Any Control Replacement	0.5	0.5	
Repairable Leak in Fittings	2	2		Actuator Motor Replacement	1	1	
System Contamination Flush (must be determined by Marvair)	4	4	6 for HP	GreenWheel	3.5	3.5	
<b>Note:</b> The maximum allowance for R-410A refrigerant is \$18.00 per pound.				GreenWheel Motor	1.5	1.5	
				Belt	1	1	
				Diagnostic Charge	1	1	

### ***This Guideline Is for DOA Service, Silver, Gold, and Diamond Coverage Only***

- Hours allowed requiring entry or repair to the refrigerant circuit includes evacuation, drier change, refrigerant and recharge.
- Hours allowed for compressor replacement include evacuation, drier, contactor and/or capacitor change, refrigerant recharge and cleanup.
- Replacement parts should be purchased from Airxcel Commercial Group (ACG). In the event a part must be field supplied, prior approval is required. ACG will ship replacement parts.
- To avoid multiple site trips ACG will approve certain components to be supplied from the service truck and replaced or paid for at its discretion.
- ACG will pay up to 1 hour travel time each way and reserves the right to verify travel distances. ACG does not pay for more than one technician.
- For repairs requiring multiple trips for part replacement or cleanup, prior approval from ACG is required.
- The service contractor will assume liability when making trips beyond the initial authorized call without ACG approval and should not accept customer assurance of coverage.
- Sales tax, where applicable, will be reimbursed to the service contractor.
- Freight and handling are not covered under the warranty. **ONLY** DOA parts will be shipped freight prepaid.
- Invoices must be submitted within 30 days of service completion. Invoices submitted after 30 days are subject to non-payment.
- ACG does not pay for EPA, mileage, recovery, vacuum pump, or vehicle charges.
- Total labor charge is calculated by: a) Up to 1 hour drive time to site + b) 1 hour to diagnose problem + c) The time to repair the problem (see chart above) + d) Up to 1 hour drive time back from site = The total labor time to repair the problem.

## Suburban Applied Products Flat Rate Labor Guidelines

# Dynaline™

# DynaPack™

If a component fails within first 90 days, the manufacture may request the warranty part to be sent in. Only requested parts from the manufacture will need to come back for vendor analysis.

Only **ONE** service call/trip charge will be paid per location although multiple units may be serviced.

**Note:** The maximum allowance for R-410A refrigerant is \$18.00 per pound.

If the service is not listed contact Airxcel Commercial Group (ACG) Service Department at 229-273-3636 for authorization to repair and to establish a flat rate time. All warranty claims will be paid per the flat rate schedule.

**The replacement flat rate time indicated is paid at hourly rates. This includes the time necessary to remove the unit from the wall sleeve, diagnosis/replacement time, gas leak check and test for proper operation.**

The following parts require chassis removal from the wall sleeve. Hours

PARTS REPLACED	LABOR HOURS
ROOM AIR MOTOR	.50
ROOM AIR WHEEL OR BUSHING	.50
ROOM AIR CAPACITOR	.40
GAS VALVE	.50
BURNER	.75
TRANSFORMER	.70
PRESSURE SWITCH	.50
EXHAUST MOTOR ASSEMBLY	.30
COMBUSTION CHAMBER ASSEMBLY	2.00

COOLING	LABOR HOURS
CONDENSER MOTOR	.50
CONDENSER FAN BLADE	.40
COMPRESSOR RELAY	.30
COMPRESSOR	2.50
CONDENSER COIL	1.50
EVAPORATOR COIL	2.00
DE-ICE SWITCH	1.00
DRYER WITH PRESSURE SWITCH	1.50

THE FOLLOWING PARTS CAN BE REPLACED WITHOUT REMOVING THE UNIT	LABOR HOURS
LIMIT SWITCH /FLUE LIMIT	.25
MODULE BOARD	.50
THERMOSTAT CONTROL PLATE ASSEMBLY	.25
IGNITER	.25
FLAME PROBE	.25
COMPRESSOR CAPACITOR	.20
CONDENSER CAPACITOR	.20
THERMOSTAT 24 VOLT REMOTE	.25
CO DETECTOR	.40
CO DETECTOR CONTROL BOARD	.25

## Airxcel Commercial Group Freight Damage Procedures

As of October 2017, you will no longer be required to file a shipping claim with the freight carrier if a shipment is damaged in transit.

Airxcel Commercial Group (ACG) has updated the freight damage policy to the following:

1. Please ***do not refuse the freight***. When freight is refused, it is not automatically or immediately returned to the ACG Distribution Center. It is rerouted to the closest freight terminal and will remain there until ACG requests that it be returned. This process alone often requires 4-6 weeks just to get the damaged freight back to our Distribution Center.
2. Have the driver note on the BOL that the shipment has damage and “***accept***” the delivery.
3. Unwrap and inspect the unit(s) to see the extent of the damage. Please take photos and email them with a description of the damage to ACG at [servicewarranty@airxcel.com](mailto:servicewarranty@airxcel.com).
4. Call ACG customer service to inform us of the damage. At this point, there are two options you can choose:
  - A. ACG will survey the damage with you and offer the quickest way to repair your unit. If the unit has minor dents and scratches to the panels, we will ship you replacement panels for replacement. All panels can be replaced rather easily. If any assistance is needed, ACG can offer visual aids. If you do not want to replace the panels, ACG will have the unit(s) picked up, brought back to the factory, and repaired. This process can take up to 3 weeks.
  - B. If the unit or units have severe damage or any refrigerant system damage such as damaged coils, compressors or broken lines, etc., ACG will recommend that the unit be picked up and brought back to the factory to be repaired to new condition. This process takes anywhere from 1-3 weeks once the damaged unit or units are received at the ACG Distribution Center.