



# **Warranty Policy & Procedure Manual**

For Aircel Compressed Air & Gas Products

Refrigerated Air Dryers  
Desiccant Dryers  
Chillers



**BUILT TO EXCEED  
THE HIGHEST STANDARDS  
IN THE INDUSTRY**

Aircel LLC  
**Effective 1/1/2010**

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## Warranty Philosophy

The dictionary defines Warranty as:

- Official Authorization, sanction, or warranty
- Justification or valid grounds for an act or a course of action
- Law (an assurance by the seller of property)

Warranty can also be defined as a protection of investment. We believe a successful warranty policy should be fair to all parties involved. The content of this manual explains the individual components that make up our warranty philosophy.

## Warranty Procedure

We strive to give the fairest most expedient service possible to our customers. In the event that there is a need for a warranty claim, a customer and or a dealer must call our technical support line for Compressed Air & Gas products at 866 – 907 – 3057.

These phone contacts can provide the following functions:

- A. Putting you, our customer or dealer, in direct communication with the warranty, and service support personnel to ensure fast, effective support.
- B. Diagnosis of a problem quickly, preventing further damage to equipment and faster return to operation. Because we deal with situations similar to yours on a day-to-day basis, we may find a solution to your situation immediately by phone.
- C. Determining parts needed to repair the unit. This helps to cut time and travel needed by requiring only one trip with parts in hand.

After the call has been placed, we can authorize our dealer or local Authorized Service Repair Center to perform service if required. For problems that develop after normal business hours, we request you call for assistance on the next business workday.

Any authorized warranty work performed will be adjusted to our standard service rate schedule.

It is important when you call that you have the following information available, so that we can assist you more effectively.

- Sales order number
- Purchase date
- Start-up date
- Serial number
- Model & type number
- Company name & address
- Equipment location
- Contact person & phone #
- Detailed description of problem

## Warranty Authorization

After telephone troubleshooting and collection of all required information, a **Warranty Claim Number** must be given to authorize any warranty work required.

The scope of service work authorized is defined per the assessed time needed using our standard service rate schedule. Later amendments can be added if necessary.

**After the service work has been performed and the issue resolved, a warranty claim report (or a standard work report referencing the authorization number), must be forward to the Service Department within 30 days.**

Following these procedures will ensure prompt processing of claim and credit payment.

**Important Note:** Any claim submitted without prior authorization, will be denied.

## Warranty Reimbursement Rates for Service/ Dealer

The following rates apply for warranty reimbursement. **Any charges above and beyond the allowed rates will be the owners sole responsibility**

- Labor @ a maximum of \$65.00 per hour (based on standard service rate schedule).
  - Overtime to be billed at a maximum of \$65.00 per hour
  - Time for meals or lodging is not included as billable.
- Travel time @ a maximum of \$40.00 per hour (maximum allowable 4.5 hours – excludes parking or tolls).
- Mileage @ \$.50 cents per mile (maximum allowable 200 miles round trip).

**Important Note:** Reimbursement rates are for one technician only. Does not pay for supervisory, apprentice and / or helper's time. Nor do we cover expenses such as meals, rental equipment, and lodging.

## Warranty Freight for Unit Returns

If an Authorized Service Technician deems a unit is non-repairable in the field, a **Warranty Claim Return Material Authorization (WCRMA)** number will be issued along with a specified carrier. Any unit returning without a WCRMA or returned using a non-specified carrier will be refused. All products returned for warranty evaluation, must be shipped freight prepaid. If evaluation confirms the product failure is covered under warranty, the cost of the return freight will be credited.

## Warranty Parts & Returns

Products or Components shall not be considered defective if they fulfill published performance requirements set forth in our literature and/or are manufactured in accordance with our stated specifications or government specifications and/or codes when applicable.

In the event a part is required to complete a warranty repair, the following steps will occur:

- A. **A standard parts order will be placed by our service department by means of a purchase order number provided by the customer or service center. Upon receiving the defective part credit will be issued for the total amount including shipping. (Refer to section “c”)**
- B. All replacement parts will be shipped ground service. If a more expedient delivery is required, (i.e. next day air) any extra cost will be the customer's responsibility.
- C. After the customer has installed the replacement part, they must return the suspected defective part to us within 30 days according to the instructions of the instruction of the WCRMA. A copy of the WCRMA must accompany the part.
- D. If the dealer or authorized service repair center chooses to purchase parts locally, or use their stock parts, we will replace the stock or issue credit at the cost for the part (our cost).  
**Note:** Only Aircel replacement parts are to be used for repairs under warranty.
- E. Retuned parts will be evaluated for warranty disposition. If no defect is found in the suspected returned parts or product, the dealer or end user is responsible for payment of the retuned parts of product and will be invoiced accordingly.  
**Note:** Replacement component will be warranted for the balance of the original warranty period.

#### **Refrigerated air dryers**

Refrigerated air dryers come with a limited 2 year warranty covering parts and labor on year 1 and parts only on year 2 (refer to page 4 for customer designed dryer warranty coverage).

#### **Refrigerated Dryers (2 year limited warranty coverage) 300 SCFM Dryers and Above**

- Refrigeration Compressor
- Refrigeration Condenser
- Refrigeration Components (Expansion valve, solenoid valve, etc.)
- Electrical Components (Control board, fan, contractor, etc.)
- Instrumentation (Refrigerant gauges, dew point indicator, etc.)
- Heat Exchanger

##### **Coverage is: 1<sup>st</sup> year**

- **Parts** supplied by us to dealer, Authorized Service Repair Center, or job site (end User).
- **Labor** provided by Aircel or Authorized Service Repair Center.

##### **Coverage is: 2nd year**

**Parts** supplied by Aircel to the dealer, Authorized Service Repair Center, or job site (end User).

#### **Refrigerated Dryers 250 SCFM and Below**

##### **Coverage is: 1<sup>st</sup> year**

- Standard coverage for these dryer's will be replacement of the unit with a refurbished or new dryer. This will be under the discretion of the sales manager and service manager
- If the customer so chooses not to replace the dryer parts only will be provided and any labor associated with this repair will be the customers responsibility

##### **Coverage is: 2nd year**

- **Parts** supplied by Aircel to dealer, Authorized Service Repair Center, or job site (end User).

#### **Zero Loss Drain Valves & Electronic Timer Drains (1-year warranty coverage)**

##### **Coverage is:**

- **Parts** supplied by Aircel to Dealer, Authorized Service Repair Center, or Job Site (end user).
- **Labor** is not covered by our warranty. Customer is responsible for all labor.

##### **Notes:**

1. Dirty or clogged drains are not considered a warranty condition.
2. We reserve the right to require units to be shipped back to the factory for proper repair if it deems necessary. We will make return freight arrangements in this instance.
3. Warranty does not cover the removal & installation of a dryer(s) or parts within its warranty period or beyond

**Important Note:** Any claim submitted without prior authorization, will be denied.

## Warranty Reimbursement Rates for Service/ Dealer

The following rates apply for warranty reimbursement. Any charges above and beyond the allowed rates will be the owners sole responsibility

- Labor @ a maximum of \$65.00 per hour (based on standard service rate schedule).
  - Overtime to be billed at a maximum of \$65.00 per hour
  - Time for meals or lodging is not included as billable.
- Travel time @ a maximum of \$40.00 per hour (maximum allowable 4.5 hours – excludes parking or tolls).
- Mileage @ \$.50 cents per mile (maximum allowable 200 miles round trip).

**Important Note:** Reimbursement rates are for one technician only. Does not pay for supervisory, apprentice and / or helper's time. Nor do we cover expenses such as meals, rental equipment, and lodging.

**Important Note: Evaporators are subject to parts only replacement during field service. Factory will supply labor at no cost if the unit is returned Pre paid for warranty repair. All warranty repairs will be returned Pre paid**

**Important Note: All electrical components are subject to parts only replacement and credits will be issued upon receipt of defective item and evaluation**

|                                 | Models In SCFM                                                                  |                      |                         |                   |                   |                     |              |              |                      |                               |                       |
|---------------------------------|---------------------------------------------------------------------------------|----------------------|-------------------------|-------------------|-------------------|---------------------|--------------|--------------|----------------------|-------------------------------|-----------------------|
|                                 | 10<br>20                                                                        | 25<br>40<br>50<br>60 | 75<br>100<br>125<br>150 | 200<br>250<br>300 | 400<br>500<br>600 | 800<br>1000<br>1200 | 1600<br>2000 | 2500<br>3000 | 4000<br>5000<br>6000 | 7000<br>8000<br>9000<br>10000 | 12000<br>And<br>above |
| Description                     | Allotted Hours                                                                  |                      |                         |                   |                   |                     |              |              |                      |                               |                       |
| Troubleshooting                 | 1                                                                               | 1                    | 1                       | 1                 | 1                 | 1                   | 1            | 1            | 1                    | 1                             | 1                     |
| Flare Leak/ Tightening          | 0.5                                                                             | 0.5                  | 0.5                     | 0.5               | 0.5               | 0.5                 | 0.5          | 0.5          | 0.5                  | 0.5                           | 0.5                   |
| Braze Leak 1/8" to 3/8"         | R                                                                               | R                    | 1                       | 1                 | 1                 | 1                   | 1            | 1            | 1                    | 1                             | 1                     |
| Braze Leak 5/16" and above      | R                                                                               | R                    | 1                       | 1                 | 1                 | 2                   | 2            | 2            | 4                    | 4                             | 4                     |
| <b>Parts Replacement</b>        |                                                                                 |                      |                         |                   |                   |                     |              |              |                      |                               |                       |
| Compressor                      | R                                                                               | R                    | R                       | 2                 | 2                 | 3                   | 3            | 3            | 3                    | 3                             | 3                     |
| Fan Motor                       | R                                                                               | R                    | R                       | 2                 | 2                 | 2                   | 2            | 1            | 1                    | 1                             | 1                     |
| Fan Blade                       | 1                                                                               | 1                    | 1                       | 2                 | 2                 | 2                   | 2            | 1            | 1                    | 1                             | 1                     |
| Pressure Switch                 | R                                                                               | R                    | R                       | 2                 | 2                 | 2                   | 2            | 1            | 1                    | 1                             | 1                     |
| Expansion Valve                 | R                                                                               | R                    | R                       | 2                 | 3                 | 3                   | 3            | 3            | 4                    | 5                             | 6                     |
| Transformer                     | NA                                                                              | NA                   | NA                      | 1                 | 1                 | 1                   | 1            | 1            | 1                    | 1                             | 1                     |
| Crankcase Heater                | NA                                                                              | NA                   | NA                      | 0.5               | 0.5               | 0.5                 | 0.5          | 0.5          | 0.5                  | 0.5                           | 0.5                   |
| Electronic Temp controls        | 1                                                                               | 1                    | 1                       | 1                 | 1                 | 1                   | 1            | 1            | 1                    | 1                             | 1                     |
| Control Boards                  | NA                                                                              | NA                   | NA                      | 1                 | 1                 | 1                   | 1            | 1            | 1                    | 1                             | 1                     |
| Hot Gas Bypass                  | NA                                                                              | NA                   | R                       | 2                 | 3                 | 3                   | 3            | 3            | 4                    | 5                             | 6                     |
| Unloader / Suction Solenoid     | NA                                                                              | NA                   | NA                      | NA                | NA                | NA                  | NA           | 3            | 3.5                  | 4                             | 4                     |
| Water Cooled Condenser          | R                                                                               | R                    | R                       | 2                 | 2                 | 3                   | 3            | 3            | 5                    | 5                             | 6                     |
| Condenser Relief Valve          | NA                                                                              | NA                   | NA                      | NA                | NA                | NA                  | 2            | 2            | 3                    | 4                             | 5                     |
| Liquid Dryer / Sightglass       | R                                                                               | R                    | R                       | 2                 | 3                 | 3                   | 3            | 3            | 4                    | 5                             | 6                     |
| Water Valve                     | R                                                                               | R                    | R                       | 1                 | 1                 | 1                   | 1            | 1            | 1                    | 1                             | 1                     |
| Gasket Evaporator               | NA                                                                              | 1                    | 1                       | 1                 | 1                 | 1                   | 1            | NA           | NA                   | NA                            | NA                    |
| Refrigerant Gauges              | R                                                                               | R                    | R                       | 1                 | 1                 | 1                   | 1.5          | 1.5          | 2                    | 2                             | 2                     |
| Air Pressure / Temp Gauge       | NA                                                                              | NA                   | NA                      | NA                | 0.5               | 0.5                 | 0.5          | 0.5          | 0.5                  | 0.5                           | 0.5                   |
| <b>Covered Under Parts Only</b> |                                                                                 |                      |                         |                   |                   |                     |              |              |                      |                               |                       |
| Drain Valve 1 year              |                                                                                 |                      |                         |                   |                   |                     |              |              |                      |                               |                       |
| Drain Float                     |                                                                                 |                      |                         |                   |                   |                     |              |              |                      |                               |                       |
| Zero Loss Drains                |                                                                                 |                      |                         |                   |                   |                     |              |              |                      |                               |                       |
| Evaporator Repair or Replace    | R                                                                               | R                    | R                       |                   |                   |                     |              |              |                      |                               |                       |
| Electrical Components           | Electrical components are subject to factory evaluation before credit is issued |                      |                         |                   |                   |                     |              |              |                      |                               |                       |

R=Return

## Desiccant Air Dryer (Heatless and Heat Regenerative)

Standard desiccant Air Dryers come with a limited 1 year warranty covering parts and labor (refer to page 4 for custom designed dryer warranty coverage).

**Important Note:** Any unit shipped to us without prior return authorization will be refused.

### Desiccant Dryer Warranty Coverage (1 year)

- Exhaust Valves (all models)
- Wafer Check Valves (800-5000 scfm models)
- Heater
- Blower
- PCB control board (all heatless models)
- Programmable Controller (all heat regenerative models)
- Automatic Piston Valve (Limited 10 year warranty)  
See Extended Warranty Statement

- Control Solenoids
- Re-pressurization Valves
- Depressurization Valves
- Electrical components (temperature & over-temperature controllers)
- Instrumentation (Air & differential pressure gauges, temperature gauges)

### Coverage is:

- **Parts** supplied by us to the Dealer, Authorized Service Repair Center, or Job site (end User).
- **Labor** provided by us, dealer, Authorized Service Repair Center, or factory.

### Zero Loss Drains (Limited 1 year warranty only)

#### Coverage is:

- **Parts** supplied by us to the Dealer, Authorized Service Repair Center, or Job site (end User).
- **Labor** is not covered by the warranty. Customer is responsible for all labor.

**Note:** Dirty or clogged drains are not considered to be warranty.

### Desiccant Dryer authorized Repair Times: (Hours)

| Description                                     | SCFM Capacity |          |           |
|-------------------------------------------------|---------------|----------|-----------|
|                                                 | 25-250        | 300-1000 | 1200-3000 |
| Troubleshooting / Heatless                      | 1             | 1        | 1         |
| Troubleshooting / Heat Regenerative             | 1.5           | 1.5      | 1.5       |
| Automatic Piston Valve (APV) Rebuild or Replace | 1             | 1        | 1         |
| Inlet Butterfly Valve Replacement               | 1             | 1        | 1         |
| Outlet Check Valve Replacement                  | 1             | 1        | 1         |
| Blower                                          | 2             | 4        | 4         |
| Heater                                          | 1             | 2        | 2         |
| Exhaust Valve Replacement                       | 1             | 1        | 1         |
| Control Solenoid Replacement                    | 1             | 1.5      | 1.5       |
| Contactors Replacement (All)                    | .5            | .5       | .5        |
| Relay Replacement (All)                         | .5            | .5       | .5        |
| Heater Temperature Controller Replacement       | 1             | 1        | 1         |
| Heater Over-Temperature controller Replacement  | 1             | 1        | 1         |
| Thermocouple Replacement                        | 1             | 1        | 1         |
| PCB Control Board Replacement (heatless)        | 1             | 1        | 1         |
| Programmable Controller Replacement             | 2             | 2        | 2         |
| Dew Point Monitor and Co2 Monitor Replacement   | 1.5           | 1.5      | 1.5       |
| Gauge Replacement (All)                         | 0.25          | 0.25     | 0.25      |

N/A = Non Applicable      Call = Consult Factory

Times are estimated based on past experience with inside technicians as well as outside service technicians. Times cover unit installed in place, with adequate access space as per operation and installation manual.

**Note:** Dirty or clogged drains are not considered to be warranty.

We reserves the right to require units be shipped back to the factory for proper repair if it deem necessary.

We will make freight arrangements in this instance.

Desiccant is not covered under warranty. The average life expectancy of desiccant is 3-5 years when proper maintenance is performed.

Our Warranty does not cover the removal and installation of the dryer(s).

## Chiller

Chillers come with a limited 1 year warranty covering parts and labor (refer to custom designed chiller warranty coverage below).

**Important Note:** Any unit shipped to us without prior return authorization will be refused.

### Chiller Warranty Coverage (1 year)

- Refrigeration Compressor
- Refrigeration Condenser
- Refrigeration Components (Expansion valve, solenoid valve, pressure switch etc)
- Electrical Components (Control board, fan)
- Instrumentation (refrigerant gauges, dew point indicator, etc.)
- Heat Exchanger
- Pumps
- Float Switches and Piping components

#### Coverage is:

- **Parts** supplied by Aircel to Dealer, Authorized Service Repair Center, or job site (End User).
- **Labor** provided by an Aircel dealer, Authorized Service Repair Center, or factory.

Note: we reserve the right to require units to be shipped back to the factory, for proper repair if it deems necessary. We will make return freight arrangements in this instance.

Warranty does not cover the removal and installation of the chillers.

### Items Not Covered by Warranty:

- Damage caused by accidents.
- Damage caused by fire, theft, freezing, vandalism.
- Damage caused by operation outside the rated conditions.
  - Operation in ambient temperatures in excess of specified maximum.
  - Operation with inlet air or water temperatures in excess of specified maximum.
  - Operation in excess of the rated SCFM or GPM
  - Operation in excess or below the rated PSIG range (unless specifically rated for abnormal conditions.)
- Damage caused by corrosion from environmental and/or chemical treatments.
- Damage caused by lack of maintenance.

**Note:** Proof of proper maintenance is the owner's responsibility. Make sure you keep all records and make them available when requesting warranty support.

- Freight Damage

**Note:** Should your equipment incur freight damage, file a freight claim with the carrier immediately. At the option of the claimant, you may contact Aircel for guidance in locating a local contractor to do an estimate of repair for freight claim submittal to the carrier. You may also return the equipment to Aircel freight prepaid and the factory will estimate damages for customer submittal of freight claim.

### Chargeable Service Calls

Aircel reserves the right to decline any warranty claim, with or without proper authorization in which a non-warranty condition was found. In such an event, the customer shall be billed for the call as standard service.

## Custom Refrigerated Air Dryers, Desiccant Air Dryers and Chillers Warranty Coverage

Aircel custom designed and engineered refrigerated air dryers, desiccant dryers and chillers come with a limited 1 year warranty. Examples of custom designed products include, but are not limited to modifications beyond standard product design for operating conditions (temperature, pressure) and/or physical footprint.

### Our Commitment to you

Aircel stands by our commitment to provide quality products with professional and effective technical and warranty support designed to ensure total customer satisfaction.

## Aircel Warranty Statement

Aircel warrants that its Standard Refrigerated Air Dryers, and Nitrogen Generators are free from defects in materials and workmanship for two years from the date of invoice. All other Aircel standard products (Chillers, filters, drains, differential pressure gauges, after coolers, oil/water separators, spare parts, and components and custom engineered products) are warranted to be free from defects in materials and workman ship for one year from date of invoice.

Aircel warranty excludes damages due to corrosion, lack of proper maintenance, incorrect installation, modification, or misapplication of equipment. Routine maintenance or adjustment required under normal operation as outlined in the Aircel operation and maintenance manuals are not covered under warranty.

Aircel has been given adequate opportunity to remedy any defects in material or workmanship in accordance with Aircel Warranty Policy and Procedures, Aircel retains the sole option to accept return of the goods, with freight paid by the purchaser, and to refund the purchase price for the goods after confirming the goods are returned undamaged and in usable condition. Such a refund will be the full extent of Aircel liability. Aircel shall not be liable for any other costs, expenses or damages whether direct, indirect, special, incidental, consequential or otherwise. The terms of this warranty may be modified only by a special warranty document signed by a Director, General Manager or Vice President of Aircel.

### Heatless Desiccant Dryer Systems (AHL D-25 thru AHL D-650)

In addition to the standard Aircel warranty, an extended warranty on the Automatic Piston Valves used on our heatless Desiccant Dryer Systems models AHL D 25 thru AHL D 650

- Warranty period will be extended from 1 to 10 years (additional 9 years beyond standard warranty).
- The extended warranty will apply for a period of 10 years against defects in material and workmanship. Explicitly excluded from this or any warranty are the seals contained in the valves and the plastic shuttle bobbin itself. Any damage to valves resulting from the failure to replace worn seals in a timely and appropriate manner is explicitly excluded from this warranty
- The extended warranty of 9 years will cover replacement parts only.

### Aircel Extended Warranty Statements

**Important Note: in order to receive the extended warranty it will be the responsibility of the customer to show proof that proper maintenance of the unit including yearly change out of the Aircel elements must be shown through an invoice, work order or other paperwork with the suppliers or repair service companies letterhead affixed.**

In addition to the standard Aircel warranty, an extended warranty on **refrigerated air dryers** is available contingent upon the purchase, installation and proper maintenance of a properly sized Aircel pre-filter. The terms of the extended warranty are:

- Warranty period will extend from 1 year to 5 years (addition al 3 years beyond standard warranty).
- The extended warranty will be prorated and apply to parts only on heat exchangers and refrigerant compressors.
- The prorated amount covered for years 3-5 is as follows:
  - Year 3: 75% of the value of the defective parts
  - Year 4: 50% of the value of the defective parts
  - Year 5: 25% of the value of the defective parts



**Aircel Corp**

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Information in this document is subject to change without notice.