



**REQUEST FOR WARRANTY/NON-WARRANTY PARTS FORM  
FOR DXAIR DEHUMIDIFIERS**

Note: Phone calls are not accepted for parts pricing and availability. The following information must be completed (all fields can be typed) and returned to DXair. Please allow 24-48 hours for processing.

DATE: \_\_\_\_\_ CUSTOMER/JOB NAME: \_\_\_\_\_

CUSTOMER ADDRESS: \_\_\_\_\_

MECHANICAL CONTRACTOR: \_\_\_\_\_

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

UNIT MODEL # \_\_\_\_\_, NOMENCLATURE \_\_\_\_\_, SERIAL NUMBER \_\_\_\_\_

DEFECTIVE PART: \_\_\_\_\_

REASON FOR FAILURE:

UNIT INSTALLED DATE: \_\_\_\_\_

BILL TO: \_\_\_\_\_

SHIP TO: \_\_\_\_\_

ADDITIONAL INFORMATION:

Note: Parts may be required to be returned to the factory for credit at client's expense, for final determination of warranty/non-warranty; or factory may request that parts be held for 90 days by the client. Factory may request pool chemistry reports to approve/deny warranty claim. Please note pool chemistry records of balancing may be required with any claim form submitted. Factory will not provide warranty for any equipment or peripheral items that are deteriorated or become defective due to poor pool chemistry, imbalance of chlorine, salt, bromine, etc.

All parts must be paid for and/or may be required to be returned directly to factory for credit. Factory will notify client if return of part is required for review and/or warranty. Freight costs out/inbound are not covered by factory warranty. Reinstallation is not covered by factory warranty.

Send completed form to: [sales@dxair.com](mailto:sales@dxair.com)