



# Veri-dry LLC MANUFACTURING COMPANY WARRANTY LABOR REQUEST FORM

COMMERCIAL PRODUCTS

Beginning with all products quoted after August 26, 2015

DATE: \_\_\_\_\_

CLAIM #: \_\_\_\_\_ CODE: W \_\_\_\_\_

VERI-DRY LLC USE ONLY

## Veri-dry LLC CUSTOMER INFORMATION:

Veri-dry LLC CUSTOMER NUMBER:

NAME:

LOCATION:

## SYSTEM INFORMATION:

MODEL NUMBER: \_\_\_\_\_ Nomenclature:

SERIAL NUMBER: \_\_\_\_\_

Date of Installation: Not completed yet due to DOA UPM Board.

REASON FOR REQUEST: (PLACE AN "X" ON THE LINE(S) THAT APPLY)

<input type="checkbox"/>	Water leak repair - loop circuit	<input type="checkbox"/>	Travel allowance
<input type="checkbox"/>	Water leak repair - hot water circuit	<input type="checkbox"/>	UNIT REPLACEMENT
<input type="checkbox"/>	Noise repair	<input type="checkbox"/>	REFRIGERANT LEAK
<input type="checkbox"/>	All other warranty component replacements	<input type="checkbox"/>	Refrigerant allowance - R410a
<input type="checkbox"/>	Diagnostic allowance	<input type="checkbox"/>	UPM BOARD FAILURE
<input type="checkbox"/>	Change Out Unit Replacement upon factory written approval		

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NAME OF THE CONTRACTOR: \_\_\_\_\_

AMOUNT TO BE CREDITED:   
VERI-DRY LLC USE ONLY

ATTACH A COPY OF THE CONTRACTOR'S INVOICE



**Veri-dry LLC/DBA DXAir**  
**WARRANTY LABOR ALLOWANCE SCHEDULE**  
**DXAIR G-60 & Stainless Steel Products**

**Veri-dry LLC Manufacturing Warranty Labor Allowance Policy: If you do not return your start up forms and signature forms; there is NO WARRANTY!!!! NO EXCEPTIONS!**

It is normal industry practice that the installing contractor guarantees and provides with their proposals the first year service expense to the owner. Each contractor must include in their bid a 1 year service/warranty plan for the customer. Therefore, Veri-Dry LLC/DXair has designed this service policy to help partially offset the contractor's replacement or repair costs. This policy is in no way intended to eliminate the Contractors responsibility in providing any service repair of the equipment or proper installation and/or start-up, which includes complete system check out and adjustments that may be required due to shipping or normal start-up of the equipment. Rather, the policy is intended to provide some labor cost assistance where a component part has failed during the first 60-90 days of initial startup. All systems carry a 1 year parts warranty from the date of installation – unless extended parts/refrigeration circuit parts warranty was purchased at time of contract. The following documents are required for Warranty Labor Allowances: (1) Start Up & Commissioning Forms included with your Installation Manual, (2) Signed receipt by owner indicating owner has received the installation and operating manual for their system. Certificate of Occupancy is required for any hotel project that is not installed within the required 60 days of delivery. No labor allowance will be given for thermostats, controls, heat exchangers, hot water coils, duct furnaces, electric duct heaters, or any other peripheral items. This is for the DXAIR UNIT ONLY. **Please submit warranty labor for parts replacement on the warranty claims form. Photos of the defect, service records, technical support records, and/or the part/component/equipment may be required to be returned to the factory and factory has final determination as to warranty/non-warranty status at customer's expense. Factory determination will be made as to Warranty/Non-Warranty.** Labor warranty that do not require a replacement of part please follow the below directions. Equipment damaged in shipping is not covered by this warranty. This is for factory defects only, not parts that become defective within 6 months due to improper installation/wiring/plumbing, or improper use, improper wiring/voltages or improper pool chemistry. Pool chemistry records will/may also be required at time of claim.

1. **Allowance(s) (that do not include parts) must be submitted directly to the Veri-dry LLC factory service department within 10 days from the date of the repair work.**
2. **These allowances are maximum amounts. Labor charges of greater value will not be considered for allowance beyond the stated dollar amounts below. Contractor invoices for amounts greater than the warranty labor allowance reimbursement schedule will not be paid.**

Note: Failure to follow proper filing procedures does not extend the allowance grace period beyond 30 days from the date of the repair. If the allowance is not filed directly with the VERI-DRY LLC strictly in accordance to the following procedure and within 30 days from the date of the repair, all charges will be denied with no further consideration. **NO EXCEPTIONS! Factory reserves the right to review all documentation, photos, returned parts etc. for final determination of warranty. Review complete warranty in installation manual.**

<b>Maximum Labor Allowance</b>	<b>Replacement / Repair Allowances:</b>
\$340	Water coil replacement
\$350	Compressor replacement
\$300/400	Air coil replacement <3tr/>3Tr
\$250	Hot water generator coil replacement
\$250	Reversing valve body replacement
\$200	Expansion valve replacement
\$180	Refrigerant leak or restriction (brazing required)
\$500	Replace unit
\$100	Pressure switch replacement
\$80	Blower motor replacement
\$90	Water leak repair - loop circuit
\$100	Water pump or valve replacement - loop circuit
\$80	Water leak repair - hot water circuit
\$80	Water pump replacement - hot water
\$75	Main control board replacement
\$80	Blower wheel replacement
	Controls have a 1 yr. warranty only no labor allowances

Unit replacement must have written authorization from the VERI-DRY LLC factory service department prior to replacement and any replacement may be partially at the expense of the customer depending upon final review and determination of installation, problems, potential defects etc. Final determination is made at the factory level or by manufacturer of those components (i.e. blower mfgs., coil mfgs. etc.) as we all purchase our components for build from various suppliers in the dehumidification industry.

## **Filing for Warranty Labor Allowance:**

- 1. Complete the factory provided Warranty and/or RMA request forms and attach start up, commissioning forms, and receipt of owner manual to this form. If start has not yet been completed, please indicate on the form.**
- 2. Do not return any parts without an RGA/RMA/Return Warranty Tags provided by factory/DXAir. All new and unused parts returned for credit have a restocking fee of 25%.**
- 3. The job name, location, model number and serial number of all equipment must be provided.**
- 4. Return to Veri-Dry LLC/DXAir Warranty Department via email. No calls will be accepted.**
- 2. The part under warranty must be returned via the RMA provided (back to factory) not DXAir. The factory will make the final determination as to warranty/non warranty based on technical review of the returned part. This freight is at the client's expense, not DXAir and in some cases will be covered by the factory at their discretion. DO NOT ship any equipment back to Veri-Dry/DXAir. If parts are required to be returned, they must be returned to the factory directly. Failure to follow these instructions will result in additional shipping charges to the customer.**

This policy is not given in lieu of any other express warranties or policies, whether oral or written. There are no warranties expressed or implied, which extend beyond the warranty duration set forth in the 'Limited Product Warranty'. Veri-dry LLC expressly disclaims any liability for and excludes any liability for special, consequential or incidental damage arising from any defective product, breach of any express or implied warranty, breach of contract, negligence or any other legal theory. Such disclaimed damages include, but are not limited to: loss of use of the equipment or any associated equipment, loss of capital, travel time and or expenses, cost of any substitute equipment, facilities or services and downtime costs or claims of customers of the purchaser for such damages caused by any defect in the product, any condition within the building, any conditions or problems with water sources and contamination of water sources not tested or treated, mold and/or mildew and/or any chemical or toxin secreted there from or damage resulting from mold, fungus or bacteria or moisture damage or an improperly air distribution system. This warranty does not apply to equipment that has been stored, not installed according to terms, moved, or re-sold. This warranty is for the original owner of the system only and is not transferrable. The agents, dealers and employees of Veri-Dry LLC are not authorized to make any modifications to this policy or any additional warranties or policies, and any additions or statements, whether oral or written, do not constitute warranties or policies and should not be relied upon.

This Warranty applies DXAIR products installed in the Continental United States and Canada only and is subject to change without notice. Warranty is subject to mechanical firm proper wiring, plumbing, proper installation of system and ductwork, operation, pool chemistry, water chemistry, water testing (pool and any other water sources used within the pool), 6 month scheduled preventive maintenance checks and logs maintained, maintaining design temperatures, proper air flow and duct system, negative pressure established and the proper Outside Air requirements met for all installations.

Warranty Contact Information: 800-514-7051 ([sales@dxair.com](mailto:sales@dxair.com))

All claims for warranty must be submitted to [sales@dxair.com](mailto:sales@dxair.com). No phone calls are accepted.

All logs pertaining to service/maintenance and pool chemistry MUST be provided for all claims of factory defect.

All logs pertaining to 6 month preventive maintenance checks must be provided for all claims of factory defect.

Note: Warranty Labor Allowances are onetime payment for a replacement part that failed in the first 90 days. When you have constant equipment/component failures of compressors, TXV Valves within that 90 day window, a complete factory review and all parts must be returned for inspection to determine if it is an installation problem not a factory defect. Factory will review and determine final warranty vs. non-warranty reimbursement. The Warranty Labor Allowances as listed in this document are the maximum paid; billing Veri-Dry for higher amounts will not be paid unless approved in writing by factory and Veri-Dry. The installation contractor MUST provide a complete one year service and preventive maintenance agreement and that cost should be built into the contractors final for installation. Our Warranty Labor allowances are to help offset these costs, they are not meant to pay contractor invoices for labor work on the system.

This document is subject to limitations set forth in the Veri-dry LLC 'Limited Product Warranty'. No other warranty labor charges will be reimbursed other than shown on reimbursement schedule unless approved in writing by factory and Veri-Dry, LLC.

Fax, email, or mail the completed document to the Veri-Dry LLC Warranty Department:

Email: [sales@dxair.com](mailto:sales@dxair.com)

Phone: 800/514-7051

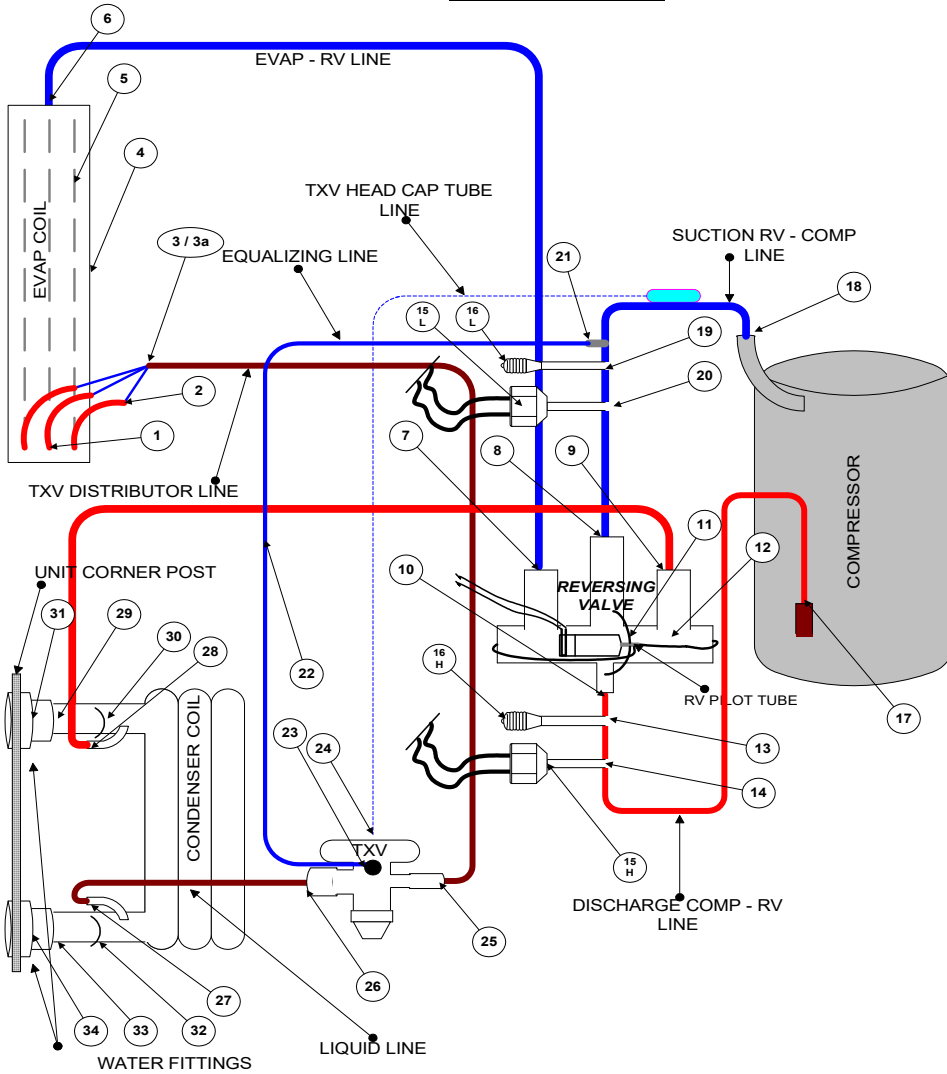
Fax: 888-280-3399

Veri-Dry LLC  
23790 Pebble Pointe Lane  
Bonita Springs FL 34135

**Reminder: If you do not return the start-up and commissioning forms and the signed receipt for operating/installation manual by owner/manager of property, there is no warranty on any system. If the contractor is not paid, or DXAir is not paid, there is no warranty for any system. All warranty parts when requested to be returned to factory with an RMA provided must be provided at customer's expense prior to any labor allowances being paid. Failure to return warranty parts will negate the warranty. All warranty must be filed within 10 days of receipt of new parts. Parts not sent back within 30 days from date shipped will now be billed to client and will not be accepted back at factory.**

**These forms are required to assist with technical support, trouble shooting and for warranty to become effective.**

**LEAK CHECK  
STANDARD UNIT**



**Legend**

- Evap Coil**
- 1 Feeder tube coil side.
- 2 Braze feeder-distributor tube
- 3 Distributor
- 3a Capillary tube
- 4 Fin surface
- 5 Loop bend
- 6 Suction header
- Evap -RV line**
- Reversing Valve**
- 7 Left RV port
- 8 Center RV port
- 9 Right RV port
- 10 Gas-in RV port
- 11 RV pilot tube
- 12 RV body
- Discharge Comp-RV line**
- 13 Service port braze
- 14 Pressure switch braze
- 15H Pressure switch body
- 15L Pressure switch body
- 16H Service port
- 16L Service port
- 17 Compressor Discharge port
- Suction RV-Comp line**
- 18 Compressor Suction port
- 19 Service port braze
- 20 Pressure switch braze
- 21 Suction equalize line port
- 22 Chaffed/broken equalize line
- TXV**
- 23 TXV equalize line port
- 24 TXV-Bulb cap tube
- 25 TXV Distributor line port
- 26 Liquid line port TXV
- Condenser Coil**
- 27 Liquid line port condenser
- 28 Discharge line port
- Water leak & fittings**
- 29 W-O Fitting/Line braze
- 30 W-O Line Cond Port braze
- 31 Cracked fitting
- 32 W-O Line Cond port braze
- 33 W-O Fitting/Line braze
- 34 Cracked fitting

Please check the appropriate box indicating any refrigerant or water leaks repaired in the field. This information must be sent in with the labor allowance request form and contractors invoice. Without this information, refrigerant or water leak claims will not be processed.

If the repair is done on sections not shown on this diagram i.e. hot gas reheat, hot gas bypass, water side economizer, please include a written comment.

COMMENT: \_\_\_\_\_

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