



Veri-dry LLC MANUFACTURING COMPANY
WARRANTY LABOR REQUEST FORM

DXAIR DEHUMIDIFIERS

DATE: _____

CLAIM #: _____

CODE: NW/W

VERI-DRY LLC USE ONLY

Veri-dry LLC CUSTOMER INFORMATION: _____

Veri-dry LLC CUSTOMER NUMBER: _____

NAME: _____

LOCATION: _____

SYSTEM INFORMATION:

Job# _____ Name: _____

MODEL NUMBER: Nomenclature: _____

SERIAL NUMBER: _____

Date of Installation: _____ Date of Failure: _____

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

	Water leak repair - loop circuit		NO Travel allowance
	Water leak repair - hot water circuit		UNIT REPLACEMENT
	NO Noise repair allowance		REFRIGERANT LEAK
	All other warranty component replacements		NO Refrigerant allowance - R410a
	No diagnostic allowances		No trip charge allowances
OTHER	NO WARRANTY LABOR ALLOWANCES FOR CONTROLS		

DIAGNOSIS:

NAME OF THE CONTRACTOR:

AMOUNT TO BE CREDITED:

Veri-dry LLC USE ONLY

**ATTACH A COPY OF THE CONTRACTOR'S INVOICE
WITH COMPLETED LABOR ALLOWANCE FORM.
No other charges or invoices will be paid other than the stated
reimbursements on previous page.**



Veri-dry LLC MANUFACTURING COMPANY

WARRANTY LABOR ALLOWANCE SCHEDULE

Veri-dry LLC Manufacturing Warranty Labor Allowance Policy:

It is normal industry practice that the installing contractor guarantees all first year service expense to the owner. Therefore Veri-dry LLC Manufacturing 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 Contractor's responsibility in providing any 1 year+ preventive maintenance/service or repair agreement, any service or 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 30 days of initial startup.

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 60-90 days of delivery. Commercial projects require a certificate of occupancy when past 90-120 days. 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 or RMA forms for parts replacement on the warranty claims form. Photos of the defect and/or the part are required to be returned to the factory and factory has final determination as to warranty/non-warranty status. Any failure of part due to signs of corrosion or deterioration due to pool chemistry issues are not covered by 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.

1. Allowance(s) (that do not include parts) must be submitted directly to the Veri-dry LLC factory service department within 30 days from the date of the repair work. These labor allowances are only effective for the first 90 (or 120) days FROM SHIPMENT. All equipment must be installed in the first 90-120 days from delivery date. Warranty Labor Allowances will not be paid for any unit not installed in the first 90 days from delivery date unless a Certificate of Occupancy is provided.
2. These allowances are maximum amounts. Labor charges of greater value will not be considered for allowance beyond the stated dollar amounts below.

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 Manufacturing service department 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. All parts within the first 12 months must be returned to the factory. Shipping costs to and from factory are at end users expense. Ship parts back UPS with signature required and ensure the proper RMA forms are included with the return directly to the factory, not DXAIR.**

Follow the reimbursement schedule below for invoicing your warranty labor allowances to Veri-Dry, LLC. No other allowances over and above stated allowances will be paid unless authorized in writing by the factory. All contractors are to include a 1 year service/labor/warranty labor allowance/service agreement with the bid for your installation. Veri-Dry, LLC does not provide these agreements. These allowances are for the first 90 days from shipment or 90 days from Installation Date. They do not apply to any system that has not been installed within 90 days or a Certificate of Occupancy has been provided.

THESE ARE THE ONLY FLAT RATE ALLOWANCES THAT WILL BE PAID FOR THE FOLLOWING ITEMS:

Maximum Labor Allowance	Replacement / Repair Allowances:
\$500	Water coil replacement
\$500	Compressor replacement
\$385	Air coil replacement
\$350	Hot water generator coil replacement
\$280	Reversing valve body replacement
\$220	Expansion valve replacement
\$190	Refrigerant leak or restriction (brazing required)
\$150	Service valve replacement (split unit)
\$100	Pressure switch replacement
\$120	Blower motor replacement
\$110	Water leak repair - loop circuit
\$110	Water pump or valve replacement - loop circuit
\$110	Water leak repair - hot water circuit
\$110	Water pump replacement - hot water
	DXAIR SS units only Warranty: 1 year total unit parts, 2 years extended parts warranty (blower, internal boards, and panels), and 5 year refrigeration circuit warranty. One time paid fee only, not for more than one failure of any component. Any complete unit replacement must be discussed with DXAir.
	NO OTHER FEES OR REIMBURSEMENTS

Unit replacement must have written authorization from the VERI-DRY LLC factory service department prior to replacement. We allow \$550 to replace the unit per factory, unless factory authorizes other reimbursement. All shipping costs to and from client are the responsibility of the client.

Filing for Warranty Labor Allowance:

Complete the RMA for the returning of defective parts. Please include the diagnosis and problem with all information for factory review. No parts will be covered when found defective due to poor pool chemistry or improper operation/installation or became defective due to improper installation or removal.

1. Submit the request form and attach start up, commissioning forms, and receipt of owner signature manual to this form.
2. No warranty labor is allowed for any project where start up and commissioning forms were not returned or installation was not completed within 90 days of delivery. Warranty labor allowances are no longer in effect after 90 days.
3. Attach contractor's invoice for the labor warranty amount as indicated in the chart above (no other amounts are acceptable, unless approved in writing by factory).
4. Return to Veri-dry LLC Warranty Service Department via mail or fax 888-280-3399

Your complete warranty information is in Section 6 of your IOM. 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 or warranty labor allowances duration set forth in the 'Limited Product Warranty' or Warranty information. 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 downtime or use of facilities, late day charges/fees billed to contractor for DXAir, loss of capital, travel time and or expenses, diagnostic time, refrigerant and refrigerant replacement, nuisance calls, meetings/phone calls, trip charges, service calls, costs of any substitute equipment, costs related to purchasing components or controls not provided by DXAir, replacement of refrigerant, refrigerant or glycol, vacuum of system and charging of system, claims of damages to facilities, 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, including mold and/or mildew and/or any chemical or toxin secreted there from or damage resulting from mold, fungus or bacteria or water/pool chemistry/any other water source used in the pool room, or moisture damage. This warranty does not apply to equipment that has been stored, not installed according to terms and installation manuals, 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 other than provided by mechanical contracting firms and incorporated with this warranty, and any additions or statements, whether oral or written, do not constitute warranties or policies and should not be relied upon. Please review all warranty documentation in your IOM manual, Section 6.

This document is subject to limitations set forth in the Veri-dry LLC Manufacturing 'Limited Product Warranty'.

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

Note: Warranty Labor allowances are a one-time reimbursement in the first 90 days. If you are consistently replacing new compressors or same part in the first 90 days, please contact the factory as this is indicative of installation problem, not necessarily a factory defect. There are NO additional charges or labor allowances paid to an installation contractor or customer for warranty unless approved in writing by the factory. There are limited dollars included in each customers pricing for warranty and do not exceed these limits. In some cases additional extended programs may become available in the future for additional fees. Please review carefully what items and services are NOT covered by DXair under your warranty and/or labor allowance warranty. There are no exceptions to our policies unless factory provides in writing, and allowances over and above the stated allowances.

COMMENT _____

