



An **AIRXCEL** Brand

WARRANTY PROCEDURES

AUTHORIZATION PROCEDURES

Please take a moment to review the following Warranty Policies and Procedures of Aqua-Hot Heating Systems Incorporated as this document will supercede any and all previous Warranty related documentation. If you have any questions call the Aqua-Hot Heating Systems Warranty Department at 1-800-685-4298.

Aqua-Hot Heating Systems will reimburse qualified and approved warranty repairs at your published and posted (customer) shop labor rate. This rate must be submitted to Aqua-Hot Heating System's Warranty Department for approval prior to warranty claim submission. Any change must be requested in writing and is subject to approval. Aqua-Hot Heating Systems will pay **reasonable time for repairs** as outlined in the flat rate manual, therefore it is very important to follow the correct procedures outlined below.

All defective parts must be returned to Aqua-Hot Heating Systems for warranty consideration. To obtain a Return Goods Authorization number (RGA#) please call our Technical Support staff at 1-800-685-4298.

The recommended procedure is as follows:

1. When a motorhome arrives at your facility for repairs, first review the customer complaints concerning the heating system.
2. Before performing service, ensure the heating system is still **under warranty**. All repairs made to the heating system out of warranty **will not** be considered without prior approval from the Aqua-Hot Heating Systems Technical Support representative. It is the repairing dealer's responsibility to ensure that the heating system is covered under Aqua-Hot Heating System's warranty. **Aqua-Hot Heating Systems is not responsible for incidental or consequential damages.**
3. Due to the complexity of the heating system it is recommended you contact the Aqua-Hot Heating Systems Technical Support Department at 1-800-685-4298 for authorization after conferring with the customer about their particular problem. This action will ensure proper reimbursement toward the warranty claim process.



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AUTHORIZATION PROCEDURES CONT.....

4. Information required when calling for authorization:

- A. Owner's name, address and phone
- B. Motorhome make, model and date of purchase
- C. Heating system and Burner serial number
- D. Complete list of repairs and parts used
- E. Time or dollar amount requested to complete repair

(Aqua-Hot Heating Systems offers technical assistance to reduce trouble-shooting times for repairs call 1-800-685-4298).

- 5. If technical support personnel are not immediately available, leave a voice message and a return call will be made to you as quickly as possible. Failure to follow this procedure will result in **denial or adjustment** of your claim.
- 6. If you encounter unforeseen complications after obtaining a repair authorization number, you must contact Aqua-Hot Heating Systems Inc. Technical Support for a review of the additional work being performed. ***Note: You will be paid only for the initial authorization amount if not amended.***
- 7. If the repair requires replacement parts that are not in dealer stock, parts must be ordered through either the motorhome manufacturer or Aqua-Hot Heating Systems Inc.
Note: Aqua-Hot Heating Systems will pay only standard UPS ground shipping rates for parts deemed a defective warrantable part. Aqua-Hot Heating Systems will not pay for expedited shipments.
- 8. Defective parts must be returned with the completed work order and RGA# to Aqua-Hot Heating Systems Inc. Attn: Warranty Dept. 7501 Miller Dr Frederick, CO, 80504.
Note: Aqua-Hot Heating Systems Inc. must receive defective parts with corresponding detailed work order before claim will be processed and reimbursed.
- 9. Labor costs for replacement of a defective part will be reimbursed only after the part has been identified by Aqua-Hot Heating Systems as defective. Likewise, any part returned for warranty replacement or reimbursement must be deemed defective, by Aqua-Hot Heating Systems for reimbursement to be made. Aqua-Hot Heating Systems will not accept returned parts that are incomplete or are damaged due to improper packing. Warranty return parts that are received in an unacceptable condition will be immediately returned and the corresponding warranty claim denied.
- 10. Aqua-Hot Heating Systems reserves the right to supply reconditioned parts for warranty replacement at Aqua-Hot Heating Systems discretion.



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CLAIM SUBMISSION

1. When submitting a claim, all **required** information is to be complete.
 - A. Customer's name and address.
 - B. Date service was performed.
 - C. Heating System and burner serial number.

Note: Claims submitted without serial number will be denied.
 - D. Repair authorization number (RGA#).
 - E. A complete description of repairs performed – include **complaint, cause and correction.**
 - F. Time allowances from flat rate guide.
 - G. Part numbers of all parts used and a copy of the parts order to verify cost.
 - H.** Copy of your in-house repair order and documentation to support warranty claim document.
2. All claims submitted to Aqua-Hot Heating Systems for payment must be submitted within 60 days of service completion date. **Claims filed late will be denied.**
3. Aqua-Hot Heating Systems Inc. will not make payment until all defective parts have been received and tested by Aqua-Hot Heating Systems Inc.
4. Aqua-Hot Heating Systems Inc. will not reimburse for items listed as shop supplies or environmental charges.

It is our policy to process all warranty claims within 30 days after receipt of defective parts and satisfactorily completed warranty claim. Your cooperation in the above items will help avoid delays and or denial of your warranty claim.



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PARTS POLICY

1. Parts used in approved warranty repairs are reimbursed at **DEALER NET COST plus 15%**. In cases where warranty parts were not purchased from Aqua-Hot Heating Systems Inc., service facilities will be reimbursed no more than Aqua-Hot Heating Systems Inc. DEALER NET COST plus 15%.
2. Aqua-Hot Heating Systems Inc. must receive defective parts with corresponding claim before claim will be processed and reimbursed. Any parts received without corresponding claim and Return Goods Authorization (RGA) will be returned at customer or dealer expense.
3. All parts returned are subject to testing. All parts returned for credit and found to have no defect will be returned, and no reimbursement will be made for parts or labor claim.
4. Aqua-Hot Heating Systems Inc. **will not** accept returned parts without the Return Goods Authorization number (RGA#) and that are incomplete or are damaged due to improper packing. Warranty return parts that are received in an unacceptable condition will be immediately returned and the corresponding warranty claim denied.
5. Freight costs for warranty replacement parts are reimbursable at **Standard Ground** transportation costs. Aqua-Hot Heating Systems Inc. **will not** reimburse overnight or rapid delivery charges.
6. Parts to be returned to Aqua-Hot Heating Systems Inc. are to be shipped by the most economical method. Cost for this freight may be claimed on the corresponding warranty claim.



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AQUA-HOT FLAT RATE GUIDE

This guide has been created to establish flat rate allowances for repairs made under warranty on products manufactured by Aqua-Hot Heating Systems Inc. It is intended to be used by **qualified, authorized** Aqua-Hot Heating Systems Inc. service centers.

This guide is intended to set guidelines for reimbursements on warranty claims as well as estimating and charging for retail service work done on products manufactured by Aqua-Hot Heating Systems Inc.

All times are subject to change at the discretion of Aqua-Hot Heating Systems Inc.

Technical help is available to aid in diagnosing and troubleshooting and will be of great assistance in optimizing the repair times in order to stay within the allotted flat rate schedule.

While most repair costs will be reimbursed using flat rate times, we realize flat rate times may sometimes need adjustment. The Warranty Administrator will make authorization for such adjustments on a case by case basis. Proper documentation must accompany any warranty claim form. For payment to be made on adjusted flat rate, copy of the back of the work order including time tickets is required. All time tickets must be punched by a time clock. No written tickets will be accepted. Normal scheduled maintenance repairs are **not covered** under warranty (i.e., nozzle and filter replacements).

All flat rate times are based on the proper installation of the Aqua-Hot Heating System as outlined in the Installation Manual.



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AQUA-HOT™ (2) YEAR LIMITED WARRANTY

Aqua-Hot Heating Systems Inc. warrants the AQUA-HOT heater to the original owner to be free from defects in material and workmanship under normal conditions of designed usage and service as outlined in the installation and operator manuals for a period of two (2) years covering both parts and labor beginning on the date of purchase of the vehicle by the original owner. Replacement parts are covered for the remainder of the heating systems warranty. All purchased replacement parts will carry a six months (180) days warranty.

This warranty does not apply to scheduled maintenance items such as fuel filters and fuel nozzles, damage or failure of the AQUA-HOT heater or the vehicle into which it was installed due to improper installation, assembly, maintenance, abuse, neglect, accident, or the use of parts not supplied by Aqua-Hot Heating Systems Inc. Aqua-Hot Heating Systems is not responsible for incidental or consequential damages.

The intent of this warranty is to protect the end user of the heating system from such defects, which might have occurred in the manufacture of the product. The warranty is not intended to protect the end user from problems, which are outside the ability of Aqua-Hot Heating Systems control.

To obtain warranty repair authorization or information please contact the Tech Support Dept. (800)-685-4298 (7am to 4pm) Mountain Time.



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