

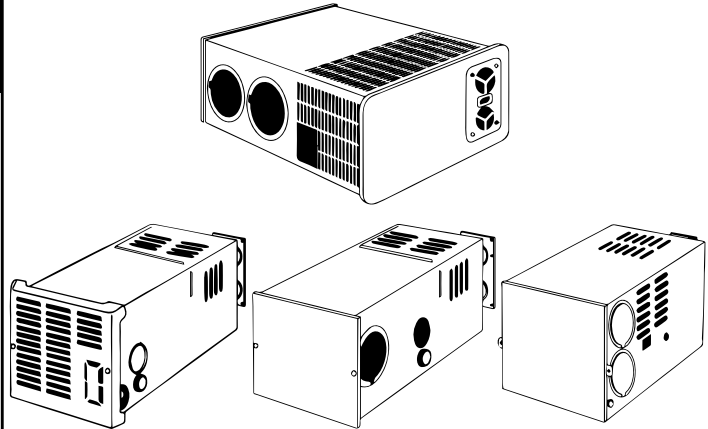
Suburban RV APPLIANCES

WARRANTY MANUAL

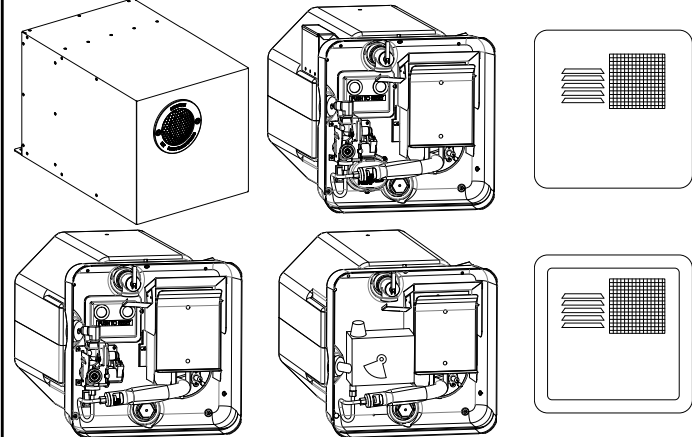
This Manual will assist you in understanding warranty and has instructions on how to file warranty claims with Suburban.

1. Filing Appliance warranty claims.
2. Filing a 90 day replacement part warranty.
3. Filing a No Charge (no return warranty claim)
4. Warranty Policies.
5. Appliances with Unit warranty only (no labor allowance).
6. Flat rate schedule (Furnace-water heater-cooking).
7. Warranty claim.

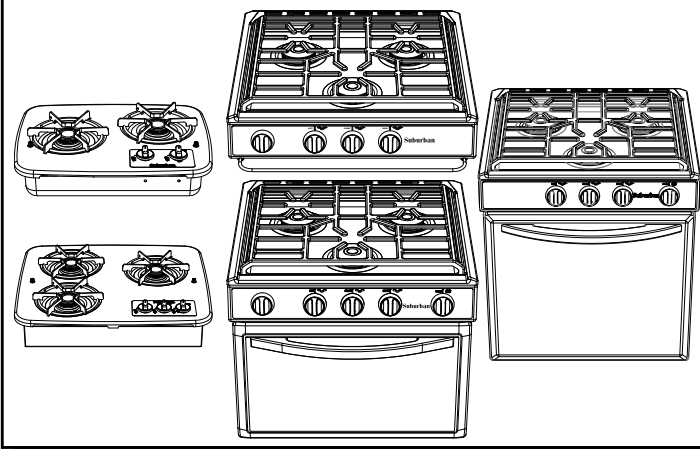
FURNACES



WATER HEATERS



COOKING APPLIANCES



FILING APPLIANCE WARRANTY CLAIMS

1. Submit an original labor bill. The claim should include an invoice number or reference number.
2. The claim must include the customer's name, address, telephone number and signature.
3. All claims must include **model and serial number** of the appliance along with the purchase date and the service date of the appliance
4. If a new coach is serviced, list the brand name and the vehicle identification number.
5. List the description of complaint and service performed including the replaced part number and name.
6. Follow the flat rate schedule to determine labor time. All labor is paid at the registered shop rate.
7. The following parts are required to be returned. All motors, module boards, gas valves, range manifolds, electric elements, temperature and pressure relief valves, thermostats (heat only) and furnace combustion chambers. A return label is provided with the required parts listed above; use this to return the part. Place labor claim package with field return part.
8. An authorization number is needed to return a complete appliance. To obtain authorization please contact Suburban's Service Department at 423-775-2131, extension 7102.
9. To expedite your claim, return the defective parts required to be inspected (see line 7) properly tagged along with the labor claim form. Claims should be received within 60 days of the service date.
10. **USE ONLY GENUINE SUBURBAN REPLACEMENT PARTS.** Suburban will not be responsible for parts or accessories not approved to be installed on Suburban appliances. Claims will not be processed if a "universal" or generic replacement part is used.

FILING A 90 DAY REPLACEMENT PART WARRANTY NO LABOR ALLOWANCE

The procedures for submitting a 90 day replacement part warranty claim are listed below:

1. Complete a parts tag and attach to the following parts (motors, gas valves, electric elements, heat only thermostat, module boards and combustion chambers) that are required to be returned.
2. For field scrapped parts complete a parts tag and note "**Field Scrapped**" on the tag.
3. Please hold all field scrapped parts for 60 days for possible inspection.
4. Freight charges must be prepaid on all returns.

FILING A NO CHARGE (NO RETURN) WARRANTY CLAIM

The procedures for submitting a NO return part are listed below.

1. Submit a copy of the part invoice and a labor claim via Email to: **LABORCLAIMS@SUBURBANMFG.COM**
2. Follow the flat rate schedule to determine labor time. All labor is paid at the registered shop rate.

If the information listed above is not provided, the repair bill/claim will not be processed and will be returned to the service agency. Claims determined not to be the responsibility of Airxcel, Inc. - Suburban Division, will also be returned.

All warranty returns must be shipped freight prepaid to:

AIRXCEL, INC. - SUBURBAN DIVISION
676 Broadway Street
Dayton, Tennessee 37321

Suburban strives to process and reimburse all service agencies as soon as possible. Please be sure to follow the warranty claim process listed above to insure your claim is processed quickly.

WARRANTY POLICIES

1. **APPLIANCE LIMITED WARRANTY** - Furnaces, water heaters and cooking appliances have a two year limited warranty on parts and labor to the original owner. Furnace heat exchangers have continued coverage during the third through the fifth years, without a labor allowance. Water heater tanks have continued coverage through the third year without a labor allowance.

Please refer to the limited warranty provided with the appliance for other warranty coverages and limitations.

2. **OPTIONAL APPLIANCE LIMITED WARRANTY PLANS** - The customer may elect to purchase the extended heat exchanger coverage offered for all furnaces or the optional park model furnace travel mileage reimbursement coverage. These plans must be purchased by the customer within 90 days of the coach or appliance purchase.
3. **REPLACEMENT PART LIMITED WARRANTY** - All replacement service parts are covered by a 90 day limited warranty. **Labor allowances are not included in the replacement part limited warranty.**

4. DSI MODULE BOARD REPLACEMENT PART WARRANTY

-12 VDC SW-SAW Water Heater 12 VDC SW/SAW Module Board Kit No. 520814/521166 has a ONE (1) YEAR WARRANTY. NO LABOR ALLOWANCE.

-12 VDC FURNACE 3G FAN CONTROL MODULE BOARD KIT NO. 521099 HAS A THREE (3) YEAR WARRANTY EFFECTIVE October 21, 2013. NO LABOR ALLOWANCE.

-24 VAC FURNACE Module Board Kit No. 520947 has a ONE (1) YEAR WARRANTY. NO LABOR ALLOWANCE.

APPLIANCES WITH UNIT WARRANTY ONLY (No labor allowance)

INDUCTION-SINGLE AND DOUBLE ELEMENTS SIA-1001 SIA-1002 (Free Standing)

Review warranty coverage page provided with appliance.

ELITE SERIES GRIDDLE-SOP-1002A SOP-1003A (Free Standing)

Review warranty coverage page provided with appliance.

VOYAGER FIREPIT SOP-1001A

Review warranty coverage page provided with appliance.

ELITE SERIES MICROWAVE SM09B (Free Standing)

FLAT RATE SCHEDULE

If more than one part is defective, use the total of both replacement times but only one set-up time. Claims for repairs which exceed the flat rate will be adjusted. Time allowance schedule is in hours.

For repairs not listed or assistance with troubleshooting contact our factory service department at 423-775-2131, Ext. 7102. Claims should be received within 60 days of the service date.

RECREATIONAL VEHICLE FORCED AIR FURNACES (ALL MODELS)

All flat rates include diagnostic/set-up time and gas leak test.

<u>Description of Replacement Part</u>	<u>Set-up Time</u>	<u>Replacement Time</u>
*Replace Gas Valve.....	.50	.50
Replace Gas Valve Solenoid (SF Models ONLY)	.50	.25
Replace Main Burner	.50	.50
Replace Microswitch	.50	.25
*Replace Motor.....	.25	1.00
Replace Blower Wheel.....	.50	.40
*Replace Thermostat (HEAT ONLY).....	.25	.20
Replace Transformer	.50	.50
Replace Electrode.....	.25	.25
Replace Electrode - "SF" Models.....	.50	.50
Replace Electrode Wire - "NT" Models	.50	.20
*Replace Module Board.....	.50	.25
Replace Limit Switch.....	.50	.25
Replace On/Off Switch.....	.50	.20
Replace Blower Housing (Plastic) Room Air.....	.25	.45
Replace Combustion Air Housing (Plastic) Rear Half.....	.25	.45
Replace Combustion Air Housing (Plastic) Front Half	.25	.45
*Replace Complete Furnace		1.00
Replace Door Assembly (SFQ Models Only).....		.30

***Parts required to be returned for warranty.**

RECREATIONAL VEHICLE WATER HEATERS (ALL SW AND SAW MODELS)

All flat rates include diagnostic/set-up time and gas leak test.

<u>Description of Replacement Part</u>	<u>Replacement Time</u>
*Replace Gas Control Valve (Pilot Models)	1.00
*Replace Gas Valve (Electronic Models).....	.50
Replace Gas Valve Solenoid (Electronic Models).....	.25
Replace Thermocouple - Pilot Assembly	.50
Replace Main Burner Tube	.50
*Replace Module Board.....	.50
Replace Reignitor	.20
Replace Door Assembly.....	.30
*Replace Electric Element.....	.50
Replace Electric Element (SAW Models Only)	1.00
Replace 120 V.A.C. T-Stat and ECO	.50
Replace 12 V.D.C. T-Stat and ECO	.50
Replace On/Off Light Switch.....	.40
Replace Electrode.....	.50
Replace Relay (DEL Models only)	.50
Replace Electric Element Switch	.50
*Replace Temperature and Pressure Relief Valve	.50
*Replace Complete Water Heater	1.00
*Parts required to be returned for warranty.	

NAUTILUS IW60/IW60RL WATER HEATER

All flat rates include diagnostic/set-up time and gas leak test.

<u>IW60 Replacement Part</u>	<u>Replacement Time</u>
Blower Motor Assembly*	1.25
Module Board*	.75
Module Board Blower Control*	.75
Air Pressure Switch	.75
Solenoid Two Stage Regulator*	.75
Gas Valve*	.75
Pressure relief Valve*	.75
Limit Switch	.75
Overheat Sensor Switch.....	.50
Temperature Probe -Inlet Outlet	.75
Electrode-Flame Probe Assembly	.75
ON/OFF Switch Assembly	.40
On Demand Control Center.....	.40
Water Drain Shut-off Valve**	.75**
Flow Sensor*	.75**
Frost Protection Valve**	.75**
*Replace Complete IW60	1.00
Replace Panel Assembly	.30
Water Pump.....	.75
Water Valve One Way Flow	.75

****NOTE:** The two parts noted above are removed as a complete assembly, replacement time includes removal and R&R of the required part.

*Parts required to be returned.

RECREATIONAL VEHICLE COOKING APPLIANCES (ALL MODELS)

All flat rates include diagnostic/set-up time and gas leak test.

<u>Suburban Ranges</u>	<u>Replacement Time</u>
Pilot Thermocouple	.50
Burner, Oven.....	.50
*Manifold Assembly	.50
*Oven Valve, Burner (SABAF Ranges Only)	.60
Control Panel	.25
Hinge, Door.....	.50
*Regulator	.50
Burner, Top.....	.25
Piezo	.25
Spark Igniter.....	.25
Handle, Oven	.20
Door Seal, Oven	.15
Burner Electrode	.10
*Replace Complete Range	1.00
Complete Door Assembly	.25

*Parts required to be returned for warranty.

<u>Suburban Slide-In Cooktops</u>	<u>Replacement Time</u>
*Manifold Assembly	.50
Control Panel	.25
*Regulator.....	.50
Burner, Top.....	.25
*Replace Complete Cooktop	.50

*Parts required to be returned for warranty.

<u>Suburban Drop-In Cooktops</u>	<u>Replacement Time</u>
*Manifold Assembly	.50
*Valve, Burner.....	.60
*Regulator.....	.50
Burner, Top.....	.25
*Replace Complete Drop-In.....	.50

*Parts required to be returned for warranty.

<u>Suburban Glass Top Covers</u>	<u>Replacement Time</u>
*Range/Slide-In Glass Panel With Trim.....	.20
*Complete Glass Top	.80

<u>Suburban Induction</u>	<u>Replacement Time</u>
*Replace Complete Unit (installed only).....	.50

<u>Suburban Microwave</u>	<u>Replacement Time</u>
*Replace Complete Unit (installed only).....	.50

<u>Suburban Griddle</u>	<u>Replacement Time</u>
*Replace Complete Unit (installed only).....	.50
*Replace Regulator	.40

*PARTS REQUIRED TO BE RETURNED FOR WARRANTY



AIRXCEL, INC. - SUBURBAN DIVISION
676 Broadway Street
Dayton, Tennessee 37321
423-775-2131
www.Airxcel.com

WARRANTY SERVICE CLAIM FORM

SERVICE COMPANY	TELEPHONE NO.
ADDRESS	
CITY AND STATE	ZIP CODE

SERVICE COMPANY WORK ORDER NUMBER	
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CUSTOMER NAME	TELEPHONE NO.
ADDRESS	
CITY AND STATE	ZIP CODE

APPLIANCE MODEL NUMBER:	
SERIAL NUMBER:	
PURCHASE DATE:	
VEHICLE MANUFACTURER:	VEHICLE MODEL:
VEHICLE ID NUMBER:	

CHECK ONE

- ☐ APPLIANCE WAS INSTALLED BY AN RV MFG (OEM)
☐ APPLIANCE PURCHASED FROM AFTERMARKET

DATE SERVICE REQUESTED:	WARRANTY AUTHORIZATION NUMBER:	DATE SERVICE COMPLETED:
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DIAGNOSIS AND SERVICE PERFORMED

COMPLAINT:

SERVICE PERFORMED:

PARTS USED FOR REPAIR

PART NUMBER	DESCRIPTION

INSTRUCTIONS FOR DEFECTIVE PARTS RETURNS:

All water heaters, module boards, motors, valves, electric elements, and combustion chambers must be **properly tagged** and returned for factory inspection within 60 days. The labor claim should be returned with these parts.

All other parts may be field scrapped - please mark on the claim form that the part was "Field Scrapped". Field scrapped parts should be held until the claim is approved by the factory.

DO NOT SUBMIT INVOICE UNTIL SERVICE IS COMPLETE.

FLAT RATE TIME: _____

LABOR AMOUNT: \$ _____

TOTAL: \$ _____

TECHNICIAN SIGNATURE _____

DATE _____

CUSTOMER SIGNATURE/COMPANY NAME
IF NOT ORIGINAL APPLIANCE OWNER

DATE _____

Please retain a copy of this form.



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Professional resources for the whole RV industry — free.

We put manuals, wiring diagrams and hard-won tech knowledge in every technician's hands, so repairs get done right the first time, techs work faster, and RV owners everywhere get better service.



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Follow proper safety practices. If in doubt, consult a professional RV technician.