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Eberspächer Climate Control Systems

Warranty Policy

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1.0 Purpose

Our promise at Eberspaecher Climate Control Systems Canada/U.S.A Inc. is to ensure that as a valued customer, you are completely satisfied with your purchase of our quality products and will make every effort to assure customer satisfaction. Eberspaecher Climate Control Systems guarantees all products to be free from material defects and workmanship through the duration of the specific warranty periods identified in this manual.

While the warranty is applicable to the end-user, it is administered and performed only through our Eberspaecher network of certified trained dealers and distributors.

2.0 Scope

This manual is designed to provide a clear understanding of Eberspaecher warranty terms and conditions to all Main Service Distributor (MSD), Direct Dealers (DD) and Sub Dealers and End Users.

Warranty shall be performed and administered only through the Eberspaecher's network of trained dealers and no warranty claims shall be accepted from non-approved companies.

3.0 Warranty Coverage

At Eberspaecher Climate Controls we warrant our heater products against defects in material and workmanship for up to:

- a) 3 years/2000 hours from unit manufacturing date
- b) 2 years/2000 hours from retail invoice date
- c) 2 years/2000 hours from in service date if OE installed

Refer to tables below for specific heater warranty

The maximum warranty period shall not exceed 3 years from the original manufacturing date.

Air Heaters

Heater Model	Standard Warranty Period
All AIRTRONIC Heaters	2 years or 2,000 hours*
D8LC	1 year or 1,000 hours*

Table 3.3

High Voltage Coolant Heaters

Heater Model	Standard Warranty Period
Titronic	2 years or 2,000 hours*

Table 3.4

Coolant Heaters

Heater Model	Standard Warranty Period
B/D5W/Z	2 years or 2,000 hours*
HYDRONIC 5	2 years or 2,000 hours*
HYDRONIC II	2 years or 2,000 hours*
HYDRONIC S3	2 years or 2,000 hours*
HYDRONIC MII series (M8/M10/M12)	2 years or 1,500 hours*
HYDRONIC LII series (L16/L24/L30/L35)	1 year or 1,000 hours*
HYDRONIC E-GUARDIAN PLUS series	3 years or 2,000 hours*

Table 3.5

3.1 “Always Repair Heater” Policy

Eberspaecher Climate Control Canada/U.S.A Inc has an “Always Repair Heater” policy. In the event a Main Service Distributor or Dealer has difficulty diagnosing and repairing a heater, they should contact Eberspaecher Technical Services Department for further assistance at CA-TO-TechServices@eberspaecher.com.

*Whole heater replacements will not be authorized without Technical Services support recommendations.

3.2 Replacement Parts

Original Eberspaecher replacement parts are covered for 6 months or the remainder of the warranty period (whichever is greater). First and second repair invoice is required along with proof of purchase.

3.2.1 Timers and Controllers

Timers and controllers are warranted to be free from defects in material and workmanship for 12 months from the date of sale. Proof of purchase required.

3.2.2 Special Tools

Special tools (e.g. ISO Adapter, Fault Code Retrieval Device, EDiTH Adapters and Easy Scan etc.) are warranted to be free from defects in material and workmanship for 12 months from the date of sale. Proof of purchase is required.

3.3 *Warranty Coverage Includes*

- 1 Shipping costs associated with the authorized returns requested by Eberspaecher
- 2 Travel time only applies to marine and off-highway heavy equipment. Repairs must be performed by the nearest certified dealer. * Pre-approval is required from Eberspaecher's Warranty Department and a maximum 4-hour limit will apply. Maximum allowance will be calculated from the nearest dealer to site location. If a request is being made outside normal business hours, please visit our company website and download the "Travel Request Form for Reimbursement" under the Download-Forms section.

3.4 *Warranty Coverage Exclusions*

1. Maintenance/wear and tear items such as:
 - a) Glow plugs (Coil)
 - b) O-rings (HYDRONIC D5SC coolant pump and sensor O-rings unless being replaced due to parent part failure)
 - c) Miscellaneous items such as, lamps, clips, brackets, fuses/terminals and hoses
 - d) Coolant
 - e) Fuel system components such as pick up tube, lines, filters, atomizer screens, etc.
 - f) Air ducting, intake and exhaust tubing
2. Any issues resulting from improper or non-approved installation
3. Components that have been opened, tampered with or modified by parties other than Eberspaecher qualified personnel
4. Unauthorized or non-approved Eberspaecher parts
5. Return shipping costs where parts are deemed acceptable after testing
6. Claims related to travel, loss of income, towing or personal injury

3.5 *Warranty Limitation*

3.5.1 Repair Costs Limit

When the cost of repairs is expected to exceed US\$ 700 / CAN\$ 1,000, authorization from Eberspaecher must be sought.

3.5.2 Net Prices

Warranty part claims will be reimbursed at net dealer pricing.

3.5.3 Freight Charges

Eberspaecher will not authorize any freight charge due to shortage of inventory items.

4.0 Product Registration

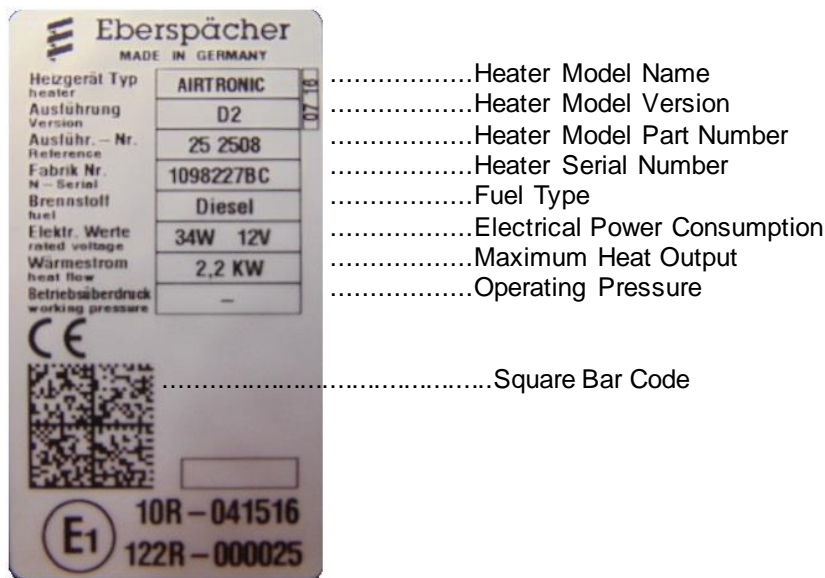
To maximize your warranty coverage, it's recommended your products be registered within 30 days of installation. For instructions on registering your product, please visit "Help with registering my product" on the <https://partner.eberspaecher.com> website.

5.0 Heater Identification

Located on the heater is an identification label, this I.D label provides all relevant heater information required for filing a warranty claim. Claims without serial numbers will not be accepted.

Heater models can have up to a 4-digit version, (example D8LC). Please see legend below:

First digit indicates fuel type.....Alpha (D = Diesel, B = Gasoline)
 Second digit indicates heat output per kilowattNumeric (8 = 8 kilowatt, etc.)
 Third digit indicates type of heaterAlpha (L = Air heater, W = Coolant heater)
 Fourth digit provides further designationAlpha (C = Comfort, etc.)



NOTE: It is strongly advised that during the heater installation the duplicate heater serial number label is affixed in a clearly visible and easily accessible location, such as on the driver door.

6.0 **Owner responsibility**

- 1 *As a general guideline, heaters should be run at a minimum of once per month for 15 minutes year-round.*
- 2 Regular maintenance as defined in appropriate heater manual found at Eberspaecher's online publication
- 3 Heater Registration

Eberspaecher recommends heater installations be performed by trained certified dealers within our Dealer Network. For safety reasons, and to ensure full warranty coverage applies, self-installed heaters should be inspected and certified by one of our trained service providers. Charges may apply, and are solely the responsibility of the owner/operator.

THIS WARRANTY IS NON-TRANSFERRABLE

7.0 **Contact Information:**

Warranty Department ca-to-warranty@eberspaecher.com
Technical Services ca-to-techservices@eberspaecher.com
Customer Service customerservice@eberspaecher.com

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