



WARRANTY POLICY AND GUIDELINES

The following information addresses questions regarding product warranties. The handbook addresses the limits of warranty coverage, the procedures for warranty service, the responsibilities of all parties, and explain how warranty procedures will be applied. The information contained in this manual supersedes all previous policies and procedures of the warranty Service department, whether written, expressed, implied or accepted.

The MACAIR Inc. service department promises to assist all distributors and end users in the most efficient and affective manner possible to correct any problems that arise with our equipment. We realize that the end user satisfaction with the performance of our equipment is the most important issue. ONLY LICENSED, TRAINED AND EXPERINCED REFRIGEARTION TECHNICIANS ARE ALLOWED TO WORK ON MACAIR REFRIGEATED AIR DRYERS. GREAT BODILY HARM UP TO DEATH COULD RESULT TO NON-LICENSED. AND INEXPERINCED PERSONAL THAT ATTEMPT TO REPAIR MACAIR DRYERS

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A. WARRANTY PROCEDURES

MACAIR is committed to providing the best service before and after the sale in the industry. If a problem arises with any of our products please call **1-248-624-6300** and we will do everything we can to solve the problem as fast as possible. The following information is required to assure a quick resolution to the problem.

1. Model & Serial # _____
2. Start up date _____
3. Company Name _____
4. Phone number _____
5. Contact person _____
6. Description of problem. _____
7. Gauge readings (Air dryers only) _____
8. Ambient conditions (Air dryers only). _____

B. AUTHORIZATION

After the above information is given to the MACAIR service department and it is agreed it is a possible warranty situation and an approximate cost to repair is agreed upon, MACAIR will issue W.A. # (Warranty Authorization #) to do the repair. After the repair has been completed the WARRANTY CLAIM FORM noting the W.A.# must be filled out and submitted to MACAIR along with an invoice. All invoices that are submitted to MACAIR for payment must be in accordance with our WARRANTY LABOR RATES and JOB HOURS ALLOWED. All invoices will be adjusted accordingly and paid based on these 2 criterions. **WARRANTY WORK DONE WITHOUT MACAIR AUTORIZATION WILL BE**

NOTICE

1. ANY WARRANTY INVOICES SUBMITTED WITHOUT MACAIR KNOWLEDGE OR AUTHORIZATION WILL BE DENIED.

C. WARRANTY LABOR RATES

Warranty labor rates have been established based on competitive dryer companies as well as service rates from service and mechanical contractors throughout the USA and Canada.

LABOR RATE- MACAIR will pay up to a maximum of \$70.00 per hour for service work performed during the covered warranty period.

TRAVEL TIME - This will be calculated based on 45 MPH = 1 hour. Example, 100 miles / 45 mph = 2.22 hrs.

MILEAGE - \$.56 per mile will be paid for miles driven. (200 miles round trip is the maximum MACAIR will Pay. (Any trip 201 miles or longer must be approved by MACAIR in writing) **NOTICE**

1. **MACAIR will only pay for one technician. MACAIR will not pay for apprentices or helpers.**
2. **MACAIR will not pay for lodging, meals, rental equipment tolls, tools ect.**
3. **MACAIR will not pay overtime rates for warranty service. (1.5 times regular rate)**
4. **MACAIR will only pay the amount of job hours allowed listed in section P. JOB HOURS ALLOWED. If a job is not listed written approval must be given by MACAIR to do said job.**
5. **MAC AIR will not be responsible for charges from a contractor hired by the MAC AIR distributors that are higher than allowed in these guidelines.**

D. FREIGHT POLICY (For products returned to MACAIR)

If a dryer is determined to be non-repairable in the field by an MACAIR technician, a Return Goods Authorization # (RGA#) and form will be faxed to the distributor or owner along with a shipping instructions and what carrier is to be used. This form should be attached to the returned dryer or materials.

NOTICE

1. Any dryers returned to MACAIR without RGA # or on a non-approved freight carrier will be refused.
2. After the first 12 month warranty period all dryers must be returned Freight prepaid. After the repair they will be shipped back to the customer freight collect.

E. WARRANTY AND REPLACEMENT PARTS

Dryers and Components shall not be considered defective if they substantially fulfill performance requirements set forth in the company's literature and are manufactured in accordance with the company's specifications or government specifications when applicable.

If a part is required to complete a warranty repair the following steps will occur:

1. A normal purchase order for parts order must be placed with MACAIR.
2. All replacement parts will be shipped UPS ground service. If the customer requests overnight or a more expedient service the shipping costs will be the customer's responsibility.
3. The parts will be shipped and invoiced as a normal sale. The invoice will include a RGA# form.
4. After the part has been replaced, the defective part must be returned to MACAIR within 30 days with the RGA# form.
5. If the distributor/service company or customer chooses to purchase a part locally or use stock parts MACAIR will replace the part or credit the cost of the part based on MACAIR cost for that part.
6. After the defective part is received by MACAIR and deemed defective MACAIR will issue a credit memo against the invoiced part.

NOTICE

1. Replacement parts are warranted for **6 months from the date of shipment** from MACAIR or for the balance of the original equipment warranty.
2. Labor on replacement parts are not covered on dryer that are out of the labor portion of warranty.
3. MACAIR reserves the right to determine what constitutes warranty failure.
4. After the initial 12 month warranty period MACAIR is not responsible for shipping costs for any replacement parts.

F. MACAIR REFRIGERATED AIR DRYER WARRANTY.

1. REFRIGERATED AIR DRYER LIMITED 2 YEAR WARRANTY. Refrigerated air dryers used and maintained in accordance to the products Owners Manual are warranted to be free of defects for a limited 2 years period from the date of shipment from the factory.

NOTICE

1. Parts and labor coverage is based on the terms and conditions set forth in the preceding section A, B, C, D, E,
2. If the distributor/customer chooses to send the dryer back to MACAIR for repairs during the first 3 years 100% of the labor is covered. Customer pays freight 1 way.
3. This warranty only applies to dryers shipped in the USA and Canada.
4. Dryers that require more than 201 miles roundtrip travel for repairs must be returned to MACAIR for repairs or written authorization must be obtained from MACAIR to make the trip under warranty.
5. MACAIR reserves the right to require that the dryer be returned to MACAIR for repair. MACAIR will make the shipping arrangements.

G. REFRIGERATED AIR DRYER WARRANTY COVERAGE INCLUDES:

- Refrigeration compressor
- Expansion Valve
- Hot Gas valve
- Pressure Switches
- Pressure Gauges
- Fan motors
- Electrical switches
- Electronic drain and timer
- Condenser & Heat Exchangers

NOTICE 1. See warranty exclusions for what is not covered under this warranty

H. WARRANTY EXCLUSIONS (The following is not covered under warranty)

1. Freight Damage - is not covered under warranty. If a dryer incurs damage in transit to its destination it is the responsibility of the consignee to file freight claim damage report with the freight claim. MACAIR will assist in locating a contractor to do an estimate of the damages and the cost to repair. The consignee must get the repairs done and submit the charges to the freight company for payment. The dryer may be returned to MACAIR for repairs. MACAIR will invoice the customer for the repairs and the customer must pay MACAIR and submit the invoice to the freight company for reimbursement.
2. Maintenance - Performing normal maintenance as detailed in the maintenance schedule is not covered and is done at the customer's expense. This includes cleaning condensers, drain valves and changing filter elements.
3. Damage caused by the dryer operating outside the rated operating parameters.
 - Ambient temperatures too high or too low.
 - Inlet air temperatures too high or too low
 - Inlet air flow too high
 - Inlet air pressure too high
4. Lack of Maintenance - Damage caused by failure to follow the required maintenance schedules and procedures is not covered. Proof of proper maintenance is the owner's responsibility. The owner must document all maintenance and make records available to MACAIR if needed.
5. Damage caused by accident, fire, theft, freezing, vandalism, and corrosion due to environment and/or chemical treatments is not covered.
6. Economic Loss - In the event of dryer failure under no circumstances shall MACAIR or its distributor be liable for any losses or consequential damages, costs or expenses of any kind incurred by the buyer/end user/owner of the dryer including payment of loss time, loss of dryer use, replacement dryer rental costs, storage, removal, reinstallation, lodging, meals, or other travel.
7. Travel Cost - Travel beyond 200 miles without written authorization.
8. Travel Time - Travel time more than 4 hours round trip without written authorization.
9. Cost of back up dryers that are installed while the MACAIR dryers are being repaired.
10. Dryers, filters and drains shipped outside the continental USA and Canada are not covered by this warranty. Products shipped outside the continental USA and Canada that are defective must be returned to MACAIR for repairs. MACAIR will not be responsible for any freight, duty or brokerage costs incurred.
11. MACAIR will not pay for materials and/or labor for service jobs that are done that do not correct the problem because they are misdiagnosed by the service technician.
12. Refrigerant Leaks - After the initial 12 month period from the date of shipment refrigerant leaks are not covered by this warranty.

I. FILTER WARRANTY

All MACAIR filters are warranted for 1 year for ship date, parts replacement only. MACAIR will not pay labor or travel time for filters.

J. DRAIN VALVE WARRANTY

All MACAIR drain valves sold separately (Not part of a dryer) are warranted for 1 year for ship date, parts replacement only. MACAIR will not pay labor or travel time for drain valves.

K. CHARGEABLE SERVICE

MACAIR reserves the right to decline any warranty claim, with or without proper authorization if a non-warrantable condition is found. If this occurs the customer will be billed as a standard service call.

L. INTERNATIONAL WARRANTY

Warranty only applies to equipment sold in the USA and Canada. Any dryers sold outside the USA and Canada will be covered by a 2 year parts only warranty. All shipping costs, duties or taxes are the responsibility of the customer.

M. DUTIES, TARRIFS AND IMPORT TAXES

MACAIR will not pay any import duties, tariffs, brokerage fees or taxes on any dryers or parts shipped to a foreign country (Outside the USA) including Canada and Mexico.

N. WARRANTY REGISTRATION

Every refrigerated air dryer comes with a warranty registration card. **This card must be filled out and returned to MACAIR within 30 days from the ship date from the factory to receive warranty. Any dryer that is not registered will not be covered under warranty after the initial 12 month period.**

O. E-COMMERCE SALES

Distributors that sell MACAIR products through there websites and ship the products outside there normal marketing and service territories are responsible for locating service companies that will provide service during the products warranty period for the end user. MACAIR will not be responsible for locating a service company to perform warranty service work on dryers that are sold outside a distributor's normal service area.

P. DISCLAIMER

MACAIR liability is limited solely to the repair or replacement of defective products at seller's option. Under no circumstances shall MACAIR, MACAIR distributor or agent be liable for any losses or consequential damages, costs or expenses of any kind incurred by the buyer, whether arising from breach of warranty, negligence or strict liability in tort. MACAIR makes no warranty or representation of any kind, expressed or implied as to the merchantability or of fitness for a particulate purpose with respect to the products. This contract shall be governed and interpreted in accordance with the laws of the State of Michigan.

P. JOB HOURS ALLOWED

The following hours to perform service tasks have been established based on actual field experience and industry standards. This is the maximum allowable time MACAIR will pay to complete the service job listed below.

ITEM	JOB DESCRIPTION	LABOR HOURS ALLOWED
1	Trouble Shoot Dryer	1
2	Replace compressor (Up to 5 hp)	2.5
3	Replace compressor (Above 5 HP)	3.00
4	Replace fan motor	1.00
5	Replace fan switch	1.00
6	Replace hot gas valve	1.5
7	Replace TXV	1.5
8	Replace condenser	3.00
9	Rebuild or replace auto drain	1.00
10	Replace electrical control	1.00
11	Leak check	1.00
12	Repair leak on flare nut or cap tube	1.00
13	Repair leak on brazed joint	1.00
14	Evacuate and recharge	2.00
15	Recover refrigerant	1.00
16	Remove dryer to return to factory (10-150 scfm)	1.50
17	Install replacement dryer (10-150 scfm)	1.50
18	Remove dryer to send back (200-500 scfm)	2.00
19	Install replacement dryer (200-500 scfm)	2.00
20	Remove dryer to send back. (600-2000 scfm)	2.50
21	Install replacement dryer (600-2000 scfm)	2.50
22	Adjustments to Hot Gas valve or TXV	.50
23	Other	1.00

