

Eberspaecher Climate Control Systems

Warranty Manual



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1. Purpose

The purpose of Eberspaecher Climate Control Systems Canada / USA warranty is to ensure that the end-user (customer) of Eberspaecher Products is satisfied with the quality of their purchase. In order to provide customer satisfaction, Eberspaecher stands behind its products as they leave Eberspaecher's control.

This Warranty Manual and all policies and procedures within it, supersedes all previous warranty manual revisions. It will remain valid until a new manual is released or until further notice.

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

To this end, Eberspaecher will follow the procedures outlined in this manual in the processing and administration of warranty claims.

For specific information please refer to Eberspaecher Limited Warranty as outlined in section 4 of this manual.

2. Scope

This manual applies to all Eberspaecher North America MSD, Dealers and sub dealers. Warranty is administered and performed only through the Eberspaecher network of trained dealers and no warranty claims can be accepted from non-approved companies.

Warranty will apply to heaters sold through Dealers network only, otherwise proof of purchase is required with claim.



3. Warranty Terms

3.1 Warranty Period

Eberspaecher Climate Controls warrants their heaters and heater kits against defects in material and workmanship for one (1) or two (2) years depending on the heater model, effective at the time of installation or vehicle registration / in service date for Original equipment installation (OE). This warranty period may not exceed three (3) years from the original manufacturing date by Eberspaecher. These warranty terms shall be superseded by a contractual agreement.

The warranty period of a heater is specified in years or in heater operating hours, beginning from the date of installation, whichever is reached first, refer to “Warranty periods by heater model” on Page 5 of this manual. If the installation date is not made known to Eberspaecher by registering the heater within thirty (30) days of installation, or by providing proof of installation date at time of warranty claim (i.e. installation invoice or ‘in-service’ document), the warranty period will begin on the date of shipment from Eberspaecher’s warehouse.

IMPORTANT NOTE:

- **Warranty period of heater effective from date of installation or vehicle in service date for Original Equipment Manufacturer (OEM) installed. This warranty period may not exceed three (3) years from the original manufacturing date by Eberspaecher. These warranty terms may be superseded by a contractual agreement.**
- **Installation invoices or ‘in-service’ documents provided to Eberspaecher must include applicable model number(s) and serial number(s) of the heater(s) installed.**
- **Heaters meant for truck applications should not be transferred / installed for marine applications.**
- **Heater installation is recommended to be done by the service provider who have been trained and certified by Eberspaecher trainers.**
- **Heater self-installed by customer is recommended to be inspected and certified by trained service provider to prevent denial of warranty due to improper installation. A charge can be made for this inspection.**

Replacement Parts

All replacement parts are warranted to be free from defects in material and / or workmanship for Six (6) months from the date of sale or the remainder of the original warranty period on the heater, whichever is greater, proof of purchase need to be submitted together with the warranty claim. If part is purchased for heater that the warranty already expired, first and second repair invoice need to be submitted together with the warranty claim.

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 / or workmanship for twelve (12) months from the date of sale, proof of purchase need to be submitted together with the warranty claim.

Timers and Controllers

Timers and controllers are warranted to be free from defects in material and / or workmanship for twelve (12) months from the date of sale, proof of purchase need to be submitted together with the warranty claim.



3.2 Warranty Periods by Heater Model

* Whichever is reached first

Air Heaters

Heater Model	Standard Warranty Period
AIRTRONIC 2, AS2	2 years or 2,000 hours*
AIRTRONIC 4, AM2	2 years or 2,000 hours*
AIRTRONIC 5	2 years or 2,000 hours*
B1LC Compact	2 years or 2,000 hours*
D8LC	1 year or 1,000 hours*

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 10	1 year or 1,000 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*



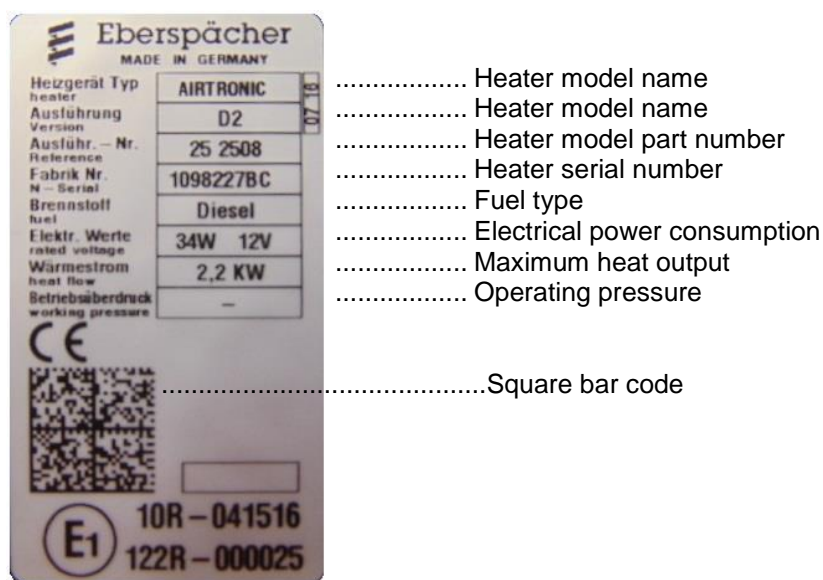
3.3 Heater Identification Plate

The heater identification plate provides all the heater information, which is required when filing a warranty claim, such as heater model type, part number and serial number. This information must be included on every warranty claim, so be sure to record it before any warranty repair work is completed. Claims without serial numbers are subject to rejection.

Model Name: AIRTRONIC, HYDRONIC or three or four digit heater model name (e.g. D8LC)

In a three or four digit name, the following explanation may be helpful in understanding the heater model name:

First digit indicates fuel type..... Alpha (D = diesel, B = gasoline)
 Second digit indicates kilowatt heat output..... Numeric (8 = 8 kilowatt, etc.)
 Third digit indicates type of heater Alpha (L = air heater, W = coolant heater)
 Fourth digit provides further designation..... Alpha (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.



Duplicate heater identification plate or "serial number label"



3.4 What IS and IS NOT Covered Under Warranty

The purpose of Eberspaecher Warranty is to provide the end user (customer) of Eberspaecher heaters with protection from defects in material and workmanship.

A. Items covered under warranty include:

PARTS

1. Timers, thermostats, mini-controllers or other electronic temperature control products provided by Eberspaecher
2. Electronic control units (ECU's)
3. Glow pins (Ceramic pin)
4. Fuel metering pumps
5. Heat exchangers and / or combustion chambers (burner)
6. Air blowers
7. Coolant pumps
8. Flame, overheat and temperature sensors
9. O-rings, gaskets, seals (excluding *HYDRONIC D5SC coolant pump and sensor O-rings, as they were included in the service part kit 25.2800.60.0005. Gaskets and seals only paid when main part was defective, individual claim will not be accepted*)
10. Wire harnesses (*only those provided by Eberspaecher are warranted*) but prior authorization is required from Eberspaecher-NA's Warranty Department

SERVICE

1. Shipping costs associated with the authorized return of warranted parts from the Eberspaecher Dealer / Distributor to Eberspaecher (*only for shipments that contain parts specifically requested by Eberspaecher*).
2. To receive travel time to repair heaters installed on boats and / or off-highway heavy equipment, the travel section must be completed on the warranty claim for consideration of payment.

B. Items NOT covered under warranty include but are not limited to:

PARTS

1. Heaters no longer covered within terms of warranty
2. Wear and tear of parts, including:
 - a) Glow plugs (Coil)
 - b) O-rings (HYDRONIC D5SC coolant pump and sensor O-rings)
 - c) Clamps, clips, brackets
 - d) Batteries
 - e) Coolant
 - f) Atomizer screens
 - g) Fuel system components (e.g. fuel pick-up pipe, fuel line, filters, etc.)
 - h) Fuses
 - i) Connectors, terminals and screws
 - j) Lamp bulbs
 - k) Air ducting, intake and exhaust tubing
3. Parts that malfunction due to improper installation, which may result from:
 - a) Inadequate air or coolant flow
 - b) Inadequate or restricted fuel flow
 - c) Inadequate voltage due to improper wiring upon installation
 - d) Inadequate protection from shock or vibration
 - e) Inadequate protection from road spray or weather conditions



4. Components that have been opened, tampered with or modified by parties other than Eberspaecher
5. Using non-standard parts or parts not approved by Eberspaecher, in the installation
6. Diagnosis or repairs completed when cause of the problem or failure is due to electrical system problems outside the heater, excessive engine debris or empty fuel tanks or poor quality fuel.
7. Deterioration due to normal wear, corrosion, abuse, damage, accident, improper storage or operation.
8. Costs incurred through an incorrect diagnosis, poor performance of the repair. This also applies to corrections of installations that did not meet Eberspaecher specifications. In these cases the costs incurred are to be charged to original installer.

SERVICE

1. Travel time by dealers / distributors traveling within their assigned territories except as noted in Service section A, above, item #2.
2. Shipping costs associated with the unauthorized return of warranted parts from the Eberspaecher Dealer / Distributor to Eberspaecher.
3. Eberspaecher will not pay for return shipping costs to the Dealer / Distributor where parts are deemed acceptable after testing.

3.4.1 Owner responsibility

As a general guideline, the heater should be run a minimum of once per month for fifteen (15) minutes all year round.

Normal periodic heater maintenance (as outlined in each heater manual) shall be the responsibility of the owner of the heater; maintenance labor, parts replaced (glow pin screen, fuel filter, gasket, seals, O-rings etc.) and carbon cleaning will not be cover under warranty.

It is also the responsibility for the owner of the heater to make sure that the owned heater(s) been registered to Eberspaecher within the period of time after installation.



3.5 Warranty Limitation

3.5.1 Travel Limit

Travel time only applied to off-Highway or Marine application and the reimburse limit will be maximum 4 hours per claim.

3.5.2 Repair Costs Limit

If the maximum cost for the repair parts is expected to exceed US\$ 700 / CAN\$ 1,000, then authorization from Eberspaecher must be sought. A WA# will be issued to the dealer if authorization is given; however the system must still meet all the required warranty terms.

3.5.3 Net Prices

All warranty parts must be purchased from Eberspaecher (in the case of sub-dealers from your Approved MSD) and will be reimbursed at net Dealer Price once the claim has been approved.

Non Eberspaecher supplied parts will not be accepted for warranty.

3.5.4 Freight Charges

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

3.5.5 Roadside Assistance

Eberspaecher will not authorize roadside repairs or attendance to breakdowns.

3.5.6 SRT

All repair activities will be paid following our SRT upon approval, activities can be selected from the drop down list of the online warranty claim form once the correct heater model has chosen. If additional labor is required, please request a WA# PRIOR to submitting any claim by sending an email to Eberspaecher's Warranty Administrator for authorization.



3.6 Warranty Registration

IMPORTANT NOTE:

There are several important reasons why the heater should be registered, please register your heater online at www.eberspaecher-na.com within thirty (30) days after installation is completed.

If a warranty registration is not received by Eberspaecher, the heater warranty period begins on the date the heater shipped out from Eberspaecher's warehouse. When the heater is properly registered, Eberspaecher can identify the date on which the heater was installed and / or put into service and therefore begin the heater warranty period on that date. This effectively extends the warranty period of the heater to the maximum time available.

Registering the heater also serves the purpose of identifying the purchaser and original installation of the heater since the warranty is non-transferable.

It also identifies the installing dealer so, if required and if necessary, any installation related problems could be brought to the attention of the installer.

Eberspaecher recommends all dealers / distributors register their customers' heater within thirty (30) days of installation by completing and submitting registration form via the internet on Eberspaecher's website. Click on the 'Warranty' link, then on the 'Warranty Registration form' link to access the warranty registration.

Again, it is in the customer's best interest that the heater be registered to receive the full warranty period allotted for their particular heater.

IMPORTANT NOTE:

If the heater registration is not completed and received by Eberspaecher within thirty (30) days of installation the heater warranty period begins from the date the heater is shipped from Eberspaecher's warehouse, unless other supporting information is provided to Eberspaecher upon request.



3.7 Dealer Requirements to Perform Warranty Repairs

To conduct warranty repairs and submit warranty claims, the following criteria must be met:

1. Possess and maintain certified technicians who have undergone Eberspaecher technical training (installation, diagnosing and troubleshooting) and warranty training.
2. Possess all tools required to install, maintain and service Eberspaecher products as outlined in the 'Tools and Equipment' section of Eberspaecher manuals.
3. Possess at all times at least one copy of the current Eberspaecher Warranty Manual and all applicable heater service manuals. The latest Eberspaecher Warranty Manual is available by downloading directly from Eberspaecher's Portal.
4. Maintain sufficient inventory of parts, based on heater type serviced.

In order to access the Eberspaecher on-line Warranty Claim Form (Eberspaecher website) and to submit a warranty claim, Eberspaecher will request the new dealer to fill out a Warranty set up – Information Form (refer to Eberspaecher website), after all required information has been received and approved, the dealer will then be granted access to the online warranty claim form. At that time, the hourly labor rate is agreed upon and it is frozen for one year, Eberspaecher's Warranty Administrators must be notified in writing of a labor rate increase. Approval or denial will be decided upon review and a decision will be communicated back to the dealer by the Warranty Administrator in e-mail format.

3.7.1 Tools and Equipment

Generally, standard shop tools are required for the installation and repair of Eberspaecher heaters. However, there are a few additional tools required for efficient troubleshooting and repair. All required tools are listed below.

Required Equipment for General Heater Repair

- Diagnostic unit
 - EDiTH diagnostic computer software and hardware
 - EasyScan diagnostic computer software and hardware - for Hydronic S3 heater diagnosis and compatible with current heaters
- Electrician's crimping tool for non-insulated terminals
- Terminal removal tool, 1.6mm and 2.8mm
- Graduated cylinder, range of 0 to 50cm³ or 0 to 50ml
- Torx drivers
- Metric Allen key wrenches
- Metric wrenches and / or sockets (4mm through 27mm)
- Fuel line cutter or knife
- Multi-meter

For complete and thorough service of Eberspaecher heaters, the following special tools and equipment are recommended in addition to those listed above.

Special Tools

- Camera for photographic evidence
- Graduated cylinder, range of 0 to 500cm³ (for HYDRONIC L / LII 16 / 24 / 30 / 35)
- Spark gapping gauge(s) for HYDRONIC L / LII 16 / 24 / 30 / 35
- Tachometer (RPM meter), optical or digital readout preferred
- Stop watch
- Thermometer, minimum range of 0°C to 300°C (32°F to 572°F)
- Carbon dioxide (CO₂) gas analyzer, minimum range of 0 to 20%
- Smoke tester



3.7.2 Computer Diagnostic Tool – EDiTH & EasyScan

The following overview is to help you understand the capability of different diagnostic hardware.

Available are: **Diagnostic Unit, EDiTH Basic and EDiTH Expert:**

PRODUCT / FUNCTIONS	DIAGNOSTIC UNIT	EDiTH BASIC	EDiTH EXPERT
Read out the current error and the latest five errors	✓	✓	✓
Running diagnosis at installed heaters	✓	✓	
Turn on the heater directly by PC or Notebook		✓	
Visualization of the sequence of operations of the heater / control unit with display of the operating state and measured data of each components – components test		✓	
Individual test of components (independent of control unit) i.e. voltage of glow pin, voltage and speed of electric motor, fuel metering pump		✓	
Recognition if heater is high altitude adjustable		✓	
Display of general heater data		✓	✓
IPCU programming		✓	✓
Recognition if the control unit is high altitude adjustable			✓
Running diagnosis on control unit			✓
Test control unit under real performance conditions			✓

In addition to EDiTH Basic and Expert hardware, additional adapter cables are required for each type of heater installation. Type of adapters will depend on heater model and installation. For list of adaptors and their part numbers please refer to the current Eberspaecher Product Catalogue.

EDiTH software is updated regularly and the most recent version should be downloaded and installed from www.eberspaecher-na.com/help.

EasyScan diagnostics and service tool

The EasyScan diagnostics and service tool can be used to read out the fault memory, general data and measured values from the control box of Eberspaecher heaters with diagnostics capability. Furthermore, functions of individual heater components can be tested and logged.

Supported Heater Model	12V	24V
AIRTRONIC D2 / D3 / D4 / D4 Plus / B4 / B3 Plus	✓	✓
B1LC	x	x
AIRTRONIC D5 / B5	✓	✓
D8LC	x	x
V7S	x	x
HYDRONIC S3 Economy	✓	✓
HYDRONIC 2 Economy B5S / D5S	✓	✓
HYDRONIC B4W S / B5W S / D4W S / D5W S	✓	x
HYDRONIC B4W SC / B5W SC / D4W SC / D5W SC	✓	x
HYDRONIC M8 Biodiesel / M10 / M12	✓	✓
HYDRONIC L16 / L24 / L30 / L35	N/A	x



3.8 *New Defective Parts or Products* (Pre-installation zero hours/ Zero Km)

If a new part or product is determined to be defective by visual inspection, or found to be functionally defective immediately, prior to installation, it should be returned to Eberspaecher using a RGA. A replacement should then be ordered, which will be credited or invoiced on the outcome of the investigation. New defective parts or products cannot be claimed as warranty or credit; they must be returned for investigation and will be replaced /repaired at the discretion of Eberspaecher.

Procedure for Returning Defective Goods (RGA)

1. A copy of the original invoice or packing slip (with the new, defective part or heater listed on it must be submitted to the attention of Eberspaecher **Customer Service Department**). Verbal requests will not be accepted or processed.
2. Eberspaecher Customer Service staff will then reply back with a Return Goods Authorization (RGA) number.
3. The product may then be returned to Eberspaecher with a copy of the Return Goods Authorization (RGA) form enclosed.
4. Parts and heaters must be packaged securely to avoid damage in transit.
5. Ship via UPS ground. Air shipments will not be paid for by Eberspaecher.
6. Proper documentation must accompany each shipment, marked clearly with Eberspaecher RGA number on the outside of the package and follow the shipping instruction from the RGA number issue notification.
7. Upon receipt, the product will then be inspected and a credit will be processed to the customer of record, MSD or DD, or may be refused if testing concludes the product is functional. If the product has been found to be used (installed), the RGA will be rejected and no warranty claim will be accepted.

3.9 *Procedure Prior to Starting Warranty Work*

As a member of the Eberspaecher distribution organization, you are expected to stand behind your work. This includes properly specifying and installing heaters and instructing your customers on the proper operation and maintenance of the heater and all related components or accessories. All heater technical manuals are available in Eberspaecher's Portal – registration required.

Before starting any warranty repairs on the heater, please check, as appropriate and as suggested in the '**Technician's Checklist**', (refer to Eberspaecher's website):

1. Electrical System
2. Fuel System
3. Coolant Flow or Air Flow System
4. Total operating hours to-date (with EDiTH diagnostics or Easy Scan report).



3.10 Procedure for Performing Warranty Work

As a member of the Eberspaecher distribution organization you are trained in the installation, troubleshooting and repair of Eberspaecher heaters and systems and you have all of the necessary tools required to properly diagnose heater functions.

Technical publications such as Technical Descriptions, Troubleshooting Guides and Parts Manuals are available by downloading directly from Eberspaecher's Portal. Technical circulars are issued periodically from Eberspaecher's Technical Department. It is important to refer to current publications while working on a heater. Special tools and test equipment are available for some heaters. Refer to the Tools and Equipment section. If you have any questions, contact Eberspaecher Technical Department.

Once you have examined the heater for system or installation problems, as set forth in the preceding section and have determined that warranty work must be performed, follow the technical publications and use your training and experience to correct the cause of the problem.

IMPORTANT NOTE:

Always ensure that the root cause of the problem is corrected, rather than simply correcting the symptoms of the problem. For example: if a heater has overheated several consecutive times and has been locked out (F15), do not simply reset the heater with the diagnostic unit. Locate the source of the overheat problem and correct it.

Any part replaced under warranty must be tested as per the current heater manuals test procedures to confirm that it is defective before it is claimed. Parts that should be tested are, but not limited to:

- a) Glow pins
- b) Control units
- c) Fuel metering pumps
- d) Temperature, flame and overheat sensors
- e) Combustion air blowers
- f) Coolant pumps
- g) Thermostats and timers
- h) Mini-controllers
- i) Wire harnesses

Eberspaecher assumes that the technical repair is carried out without fault and economically, (i.e. replacement of only those parts that are defective, settlement of only those labor costs incurred) according to the Flat Rate Labor Guide. Duplicate expenses, for example, two journeys because the spare part was not available, cannot be claimed.



3.11 Procedure for Submitting Warranty Claims

IMPORTANT NOTE:

After the repair work has been performed and the heater is operating properly and it has been determined that the problems were truly warranty problems and not due to improper application specification, installation or operation; the claim procedure is as follows:

1. **Affix the Eberspaecher Warranty Tag to all claimed parts.** Fill out all the information indicated on the tag: Dealer Stamp, Dealer Claim Number, Eberspaecher Part Number, Part Description, Heater Name, Heater Part Number, Serial Number, Description of Defect and WE#. Each part must be held for thirty (30) days after the claim has been filed. Eberspaecher reserves the right to inspect any or all parts, upon request. If any of these parts are not requested back by Eberspaecher after the thirty (30) day period, the part may be disposed of.

Warranty Tags are supplied by Eberspaecher upon request or it is available on Eberspaecher website for download https://www.eberspaecher-na.com/fileadmin/data/countrysites/EB_Kanada/pdf/Eberspaecher_Warranty_tag.pdf and are distributed through the main Eberspaecher authorized service branch.

IMPORTANT NOTE:

Should Eberspaecher request parts back, a WE# will be issued to the dealer. It is important to receive all requested parts back as warranty claims are reviewed either at Eberspaecher or its parent company. It is imperative that defective parts are available for testing and evaluation.

2. A warranty claim **must be** submitted within thirty (30) days of the date of repair.

IMPORTANT NOTE:

If a new part is determined to be defective within six (6) months after installation, a warranty claim should be filed as usual and the description of the problem should clearly state 'Replacement part warranty'. This coverage will even apply should the heater be out of warranty however, no handling, labor or travel will apply in this case.

3. To file a warranty claim, go to Eberspaecher website and click the 'Warranty' link and then click on the 'Warranty Claim' link. Login is required for ESSO portal, if the registration is not completed, follow the instruction of how to create a new account. Only authorized Eberspaecher dealers can submit warranty claims through the secured area of the Eberspaecher website.
4. Complete all information including:
 - a) Claimant information
 - b) Eberspaecher MSD or Direct Dealer claim number
 - c) Warranty authorization number (WA#), refer to Page 14 of this manual
 - d) Heater model number
 - e) Heater model part number (e.g. 25 1976)
 - f) Heater serial number ("Fabrik No.") including all alpha-numeric digits (e.g. 123456AE)
 - g) Voltage (12V or 24V)
 - h) Repair date
 - i) Application type
 - j) Vehicle information (model, type and VIN)
 - k) Installation date and registered owner information, including name and address

IMPORTANT NOTE:

Warranty claims that are inaccurate (*information does not correspond to the information received for the warranty registration or sales record at Eberspaecher*) will be on hold pending the information required for clarification. If required information is not received within ten (10) day the associated claim will be rejected.



5. Describe the problem and repair in detail in the ‘Description of Problem’ section, in the format of complaint, cause and correction; it is mandatory to include all fault codes, testing procedures and values. Note that the description of the troubleshooting should correspond to the relevant fault codes entered in the fields specified
6. Each claim automatically receives thirty (30) minutes of troubleshooting, Operation Code A and thirty (30) minutes for heater function testing, Operation Code D.
7. In ‘Parts Required for Repair’ section, indicate the quantity and choose Eberspaecher part number and description from the drop-down list.

IMPORTANT NOTE:

If part replaced does not show on the drop-down list, please check and make sure the correct heater model has been chosen, if still not included on the drop-down list, please enter the part description and part number in the ‘Description of Problem’ section.

8. Choose the applicable operation code and labor times as per the applicable Flat Rate Labor Guide.

Example: The AIRTRONIC D2 appears to start normally but then it shuts down and attempts to restart. The diagnostic fault codes in memory are: AF 64; F1 64; F2 64 and F3 64. The flame sensor was removed, tested and found to be defective, an open circuit. The operations performed, according to the Flat Rate Labor Guide was:

A.....	Troubleshoot.....	30 minutes
B230.....	Replace flame sensor.....	10 minutes
D.....	Function test	<u>30 minutes</u>
		70 minutes Total Time

9. Indicate the total operating hours, to-date with EDiTH diagnostics or EasyScan.
10. To receive travel time for repair for heaters installed on boats and off-highway heavy equipment, the travel section must be completed on the warranty claim for consideration of payment. Note that maximum limits do apply.

IMPORTANT NOTE:

Eberspaecher must receive the warranty claim within thirty (30) days of the date of heater repair.

Claims submitted 30-60 days from the date of repair will not include the additional markup percentage on parts for part handling if claim approved.

Claims submitted more than sixty (60) days from the date of repair will be rejected. There will be no exceptions made.



3.12 Procedure for Submitting Warranty Claims without part return

This warranty process that can greatly reduce or even forgo return of parts to Eberspaecher for testing, which requires the servicing dealer to follow specific protocol when performing diagnostics; collecting information; completing a repair and filing a claim.

Complaint – Cause – Correction Protocol

- Perform the proper diagnostics to determine the failure type
- Perform the proper repairs to qualify for warranty payment
- Properly document the steps as outlined below to submit a proper claim for processing

Complaint – Record the customers' complaint and answers to the recommended follow-on questions

1. This encompasses the operator's complaint as well as questions relative to maintenance having been performed, recent repairs being performed and system conditions (fuel level, system voltage etc.) at the time the problem occurred.

Cause – Record the diagnostics performed and the warrantable cause found

1. NOTE: All diagnostics begin with a visual installation inspection, followed by the technician's initial triage of the Complaint with an attempt to reproduce the problem. All findings should be notated; it is the advantage to use the **technician checklist** for the inspection.
2. Do not make assumptions based off past practice. If you are 30 minutes into the process, and have not determined the problems cause, stop and seek help.
3. Perform a visual inspection of the heaters operating environment and record findings, including any corrections made during this process.
4. Any issues found, or corrections made, during this process must be noted in the Cause section of your claim.
5. Record the heater serial number
6. Connect EDiTH or EasyScan and perform a General Data extraction – save and name file (see below). Record the hours run and any codes present – do not clear codes at this point
7. Observe the failed start attempts, overheating events, glow pin activations etc.
8. Perform a Switch On Component test on the blower motor, water pump, fuel metering pump and glow pin – each should take about 30 seconds.
9. Evaluate the operation of each component and write down observations. If any active fault codes are generated, repeat the test to ensure consistent results and save the switch on component test results as described below.
10. Run a Function Test on the heater for a minimum of 15 minutes
11. Observe parameters like heater start times, voltage drops, fan speed, temperatures, flow rate, etc. If the heater stops with an active fault code - always repeat the test to ensure consistent results. Save the function check test as shown below.
12. After the required repairs and/or service procedures are performed, clear the fault codes and test run the heater using EDiTH function check for a minimum of 15 minutes. Save the function check test results as shown below
13. In total you should have 4 files saved relative to your claim, it is recommended you save and name the files systematically, below are the example to name the files:
 - ❖ Customer_unit#_date_testtype
 - ❖ Name_123_080114_generaldata
 - ❖ Name_123_080114_switchcheck1
 - ❖ Name_123_080114_funcheck1
 - ❖ Name_123_080114_funcheck2

Note: Some 24V heaters may not have the general data or switch on component test function



14. If using EasyScan as diagnostic tool – Keep 4 files (2 before and 2 after repair)
Save as version for test process replay
Print version for paper document

Connect heater with EasyScan system

- ❖ Choose the appropriate heater model from the **menu column – select**
- ❖ Click on the **menu column – Diagnostics** to diagnoses the problem, check for heater information and fault codes, heater self-test, individual component test if needed. After all procedures are done, write in the report.
- ❖ Choose the **menu column - report**, save one print version (PDF) and one save as version as before repair report for submission.
- ❖ After completion of repair the heater, follow the same steps to go into the diagnostics page, erase the fault codes, reset the ECU and test run the heater again, if everything work out normal, write the report and save two versions as the after repair report for submission.
- ❖ Submitted the files separately by email to our warranty administrators with claim number for warranty claim support.

Other information needed for the claim

- If claim for sensor or glow pin, please include the measured resistance value and temperature at time of measure for reference
- If claim for FMP, please include measured resistance value and fuel quantity test result

Correction - Record the warrantable correction process performed

- Based on the Cause findings it should be possible to now determine whether the repair is customer pay (abuse, maintenance, installation related), warranty or internal (items broken during R&R). This will determine the level of repair implemented at this time.
1. Customer: If the customer desires more/less repairs – maintenance – or even replacement with a swing unit – now is the time for the discussion.
 2. Warranty: Only what is covered under warranty can be repaired and claimed on warranty, do not over-repair.

Filing Your Claim

Fill in the online claim form with all required information as regular claim in the format of complaint, cause and correction, mark “EDiTH file or EasyScan file submitted” at the end of the claim description. Submit your claim to Eberspaecher. Send the associated EDiTH or EasyScan report files through separate email as attachment to your warranty administrator with your claim number as the message name.

Warranty Process

Once the claim and submitted files are received, the claim will be processed. If any file is missing or incorrect files are received, the dealer submitting the claim and / or MSD or DD will receive an email notification, please respond within ten (10) business days to avoid further delay. If no additional file received to support the claim, Eberspaecher will issue a WE# to the dealer to request the part back for inspection.

IMPORTANT NOTE:

Please retain all replaced defective part/parts for at least thirty (30) days, Eberspaecher reserves the right to inspect any or all parts, upon request.



3.13 Eberspaecher's Internal Procedure for Processing Warranty Claims

Eberspaecher will make every effort to process warranty claims promptly providing all information is provided as set out in this manual. Thus, Eberspaecher is committed to issuing credit for processed warranty claims within fourteen (14) days for claim filed through the "Without Part Return Claims" and thirty (30) days of receiving back the requested parts from "Part Returning Claims".

If any of the following criteria found in a submitted claim which will delay the claim process, the dealer submitting the claim and / or MSD or DD will receive an email notification, please respond within ten (10) business days to avoid further delay or refusal of claim

1. Extra information is required by Eberspaecher to process the warranty claim.
2. Labor time / rate requested was incorrect; duplicate labor codes, authorization for excess time, labor or parts were not requested or installation date was incorrect.
3. The heater warranty period has expired
4. Parts claimed were not covered under warranty; inadequate parts return; duplicate warranty claim; vehicle owner is not the original registered owner; unauthorized WA# used for warranty claim that was not approved for a particular serial number, etc.

Based on the provided information and / or testing result of the return part / parts, the claim disposition will be communicated to the MSD or Dealer through email.

3.14 Warranty Authorization (WA)

A warranty authorization number (WA#) will be issued only for claims that are abnormal or outside the normal scope of the warranty manual, for example additional travel time and/or labor. Please request this WA# PRIOR to submitting any claim by sending an email to Eberspaecher's Warranty Administrator for authorization. The email must include the serial number of the heater, the end user (customer's) name, a detailed description of the problem and tests performed and the main reason for the request. The WA request will be approved or rejected by the Warranty Department at their discretion based on the supplied information.

The warranty authorization number (WA#) issued by Eberspaecher pertains to one specific instance only and is to be used when submitting the claim on-line. It is not a generic number to be used liberally and if used as such will result in immediate warranty claim rejection.



3.15 Warranty Evaluation (WE)

Every claimed part must be tagged and held for thirty (30) days following the submission of a warranty claim. During this time frame Eberspaecher may request that a part or heater be returned to Eberspaecher for evaluation. In this case the following procedures will apply:

1. The Warranty Administrator will issue a Warranty Evaluation (WE) number via email to the Eberspaecher dealer who submitted the claim. Upon receiving the WE#, all parts corresponding to the given WE# must be returned within thirty (30) days.

IMPORTANT NOTE: If the part is not received within thirty (30) days, the claim will be rejected and closed permanently. All returned parts must have WE# clearly marked.

2. All paperwork and packaging must reference the WE number to avoid rejection.
3. Parts and heaters must be packaged securely to avoid damage in transit, as damaged parts / heaters are not covered under warranty.
4. Ship via UPS ground. Air shipments will not be paid for by Eberspaecher.
5. All parts and heaters must be marked clearly with a completed warranty tag. Parts that are not tagged will not be tested, which will result in automatic claim rejection. Proper documentation must accompany each shipment, marked clearly with Eberspaecher reference numbers on the outside of the package and follow the shipping instruction from the WE number notification issued.

NOTE: Tested parts found not to be defective can be returned to a dealer at their request and cost. All parts are disposed by Eberspaecher thirty (30) days after the disposition of the claim has been sent to the dealer.

3.16 “Always Repair Heater” Policy

Eberspaecher has an “Always Repair Heater” policy. In the case that a Main Service Distributor or Dealer has difficulty in diagnosing and repairing a heater they should contact Eberspaecher Technical Department for further assistance. After consulting with Eberspaecher and providing that it is within its warranty period and Eberspaecher has deemed it necessary to have the heater returned, Eberspaecher will issue an RR #. This will authorize the heater to be shipped to Eberspaecher for repair. A replacement heater should not be permanently issued to the customer prior to Eberspaecher assisting with the correct diagnosis of the heater in question.

Procedure for Submitting a Heater to Eberspaecher for Repair Purposes (RR)

1. Eberspaecher Warranty Supervisor or Technical Department will issue a “Repair / Rework” (RR) number.
2. The product may then be returned to Eberspaecher with the RR number clearly marked on the package(s). All costs associated with shipping the heater to Eberspaecher will be the responsibility of the dealer or heater owner. Parts and heaters must be packaged securely to avoid damage in transit. Parts damaged due to this will not be covered under warranty. Proper documentation must accompany each shipment, marked clearly with Eberspaecher reference numbers outside of the package and follow the shipping instruction from the RR number notification issued.
3. Upon receipt, the heater will be tested and if possible, repaired. If the heater cannot be repaired and it is still under warranty, it will be replaced at Eberspaecher’s expense. A replacement heater will be warranted for ninety (90) days or the balance of previous heater’s warranty, whichever is longer.
4. The repaired heater, or new heater, when applicable, will be returned to the dealer or MSD. Shipping costs of the return heater to the Dealer or MSD will be covered by Eberspaecher.
5. Heaters returned with proper authorization will receive the highest priority for repair.



3.17 Warranty Appeal

It is Eberspaecher's intent to close all claims within thirty (30) days after parts are returned and/or claim process is completed.

In case that the rejection of the claim is not accepted, MSD, dealer or on behalf of their sub dealer and/or end customer, can file a warranty appeal to Eberspaecher.

Appeal process if necessary:

1. The MSD or Dealer files an appeal to Eberspaecher by filling out the warranty claim appeal form (refer to Eberspaecher's website warranty section) and submit to the Warranty Administrator. This must be within thirty (30) days from the claim outcome that was communicated.
2. The Warranty Administrator then forwards the appeal to the Warranty Technologist to re-open the claim for processing.
3. The Warranty Technologist re-evaluates the claim based on the new information from the appeal form.
4. If there is a warranty returned part involved in the appeal, the Warranty Technician will order to re-test the part again and document the test results.
5. Based on the additional information or the outcome of the report of the second test, the final disposition will be communicated to the MSD or Dealer and the claim will be closed.

IMPORTANT NOTE:

Appeals will not be considered for claims that have aged beyond thirty (30) days of final rejection issued date and closed permanently.



4. The Eberspaecher Limited Warranty

Eberspaecher Climate Control System Canada/USA Inc. (the “**Company**”) warrants its heaters (the “**Products**”) to be free from defects in materials and workmanship, subject to the terms below.

The **Company** will, at its option, repair or replace any **Products** or any parts of a **Product** which are subject to warranty according to **Company**'s Warranty Manual (the “**Warranted Parts**”) if such **Products** or **Warranted Parts** are proven defective in materials or workmanship during the relevant warranty period (the “**Warranty Period**”) described below. This is the **Company**'s sole obligation under this warranty.

This warranty extends only to the original owner (each an “**Owner**”). Unless the **Company** agrees in writing, this warranty cannot be transferred and it only applies to a **Product** in its original installation.

The **Warranty Period** is: (a) two (2) years or two thousand (2,000) operating hours (whichever comes first) for AIRTRONIC 2, AIRTRONIC 4, AIRTRONIC 5, B1LC Compact, HYDRONIC II, HYDRONIC S3, HYDRONIC 4, HYDRONIC 5 and B/D5W/Z heaters; or (b) two (2) years or one thousand five hundred (1,500) operating hours (whichever comes first) for HYDRONIC MII heaters; or (c) one (1) year or one thousand (1,000) operating hours (whichever comes first) for all other Eberspaecher heaters.

The **Warranty Period** begins on: (a) the date of sale of equipment containing the **Product** by an Original Equipment Manufacturer (“**OEM**”) to the **Owner**; or (b) the date of installation for the **Owner** or the date of shipment by the **Company**, whichever is later, for all **Products** not sold to an **Owner** by an **OEM**.

To obtain service of a **Product** under this warranty, present the nearest **Company** authorized and trained dealer (the “**Company Dealer**”) with proof of purchase and for **Products** not sold by an **OEM**, the date of installation. To establish the date of purchase and date of installation of a **Product**, **Owners** should register for the Eberspaecher Warranty on-line at www.eberspaecher-na.com within thirty (30) days of the installation or purchase of the **Product**. If the **Owner** has not registered online, the **Owner** can submit to the **Company Dealer** other reasonable proof of the dates of purchase and for **Products** not sold by an **OEM**, of production installation. If the **Owner** cannot prove such dates, the **Warranty Period** will be deemed to have started when the **Product** was shipped by the **Company**.

The **Company Dealer** will perform warranty service subject to this warranty and the **Company**'s Warranty Manual. The **Company Dealer** will also complete and submit a **Warranty Claim** to **Company**. The **Company** will pay only the **Company Dealers** or installers to remove and re-install **Products** and **Warranted Parts** according to the **Company**'s Warranty Manual. The **Company** shall not pay for any other labor costs.

Depending on where and how the **Product** was installed, the **Owner** may be required to return the **Product** to the **Company Dealer** who originally installed the **Product** for warranty service. The cost of this return will be paid by the **Owner**. When servicing according to this warranty, the **Company** or a **Company Dealer** may replace parts with new parts and change part specifications without notice provided such replacements or changes do not adversely affect the **Product**'s performance.

This warranty does not cover damage or defects caused by: (a) installation; (b) service; (c) the use of replacement parts which are not genuine Eberspaecher parts; (d) use of a **Product** for other than its intended purpose; (e) use under other than normal conditions; (f) use contrary to Eberspaecher's instructions; (g) accident; (h) neglect; or (i) normal wear and tear on parts such as glow plugs, atomizer screens, fuel filters, fuses, lamp bulbs, intake and exhaust tubing and ducting.

THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES. The **COMPANY** LIABILITY FOR DAMAGES IS LIMITED TO THE COST OF REPLACING THE **PRODUCT**. The **COMPANY** SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES. THIS IS **COMPANY**'S ENTIRE WARRANTY. IT CAN ONLY BE CHANGED WITH THE EXPRESS WRITTEN CONSENT OF the **COMPANY**.

THIS WARRANTY SHALL BE INTERPRETED AND GOVERNED BY THE LAWS OF THE PROVINCE OF ONTARIO, CANADA REGARDLESS OF WHERE THE **PRODUCT** IS SOLD OR INSTALLED. ANY LEGAL ACTION REGARDING THIS WARRANTY SHALL ONLY BE COMMENCED IN THE SUPERIOR COURT OF JUSTICE IN ONTARIO. THE PARTIES EXPRESSLY WAIVE ANY RIGHT TO A TRIAL BY JURY.

If you have any questions about this warranty, contact the **Company**'s Warranty Manager at Eberspaecher Climate Control System Canada Inc., 6099A Vipond Drive, Mississauga, ON L5T 2B2. For our Warranty Manual, visit our website www.eberspaecher-na.com.





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