

Eberspaecher Climate Control Systems

Warranty Work and Claim Submission Process

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Please refer to Eberspaecher’s Warranty Policy for Terms and Conditions

1 Dealer Requirements to Perform Warranty Repairs

In order to conduct warranty repairs and submit warranty claims to Eberspaecher, the following criteria must be met by all certified MSD's, Dealers and Sub Dealers:

Possess and maintain certified technicians who have undergone Eberspaecher Technical and Warranty Training Programs.

Possess all tools required to install, maintain and service Eberspaecher products as outlined in the "Tools and Equipment" section of Eberspaecher manuals. Refer to 1.1 below

Maintain sufficient inventory of parts, based on heater types serviced.

1.1 Tools and Equipment

In addition to standard shop tools the following special tools are required to perform warranty repairs on Eberspaecher products.

- Diagnostic unit
- EDiTH diagnostic computer software and hardware
- EasyScan diagnostic computer software and hardware
- Graduated cylinder, range of 0 to 50cm³ or 0 to 50ml
- Graduated cylinder, range of 0 to 500cm³ (for HYDRONIC L / LII 16 / 24 / 30 / 35)
- 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

2. Prior to Starting Warranty Work

Prior to starting any warranty repairs, it is your responsibility to ensure the heater falls under the prescribed warranty terms and conditions.

The 'Technician's Checklist' should also be completed (refer to Eberspaecher's website)

Note: Create 2 diagnostic pre-repair files identifying active fault codes, see section 3.1

3. Starting Warranty Work

Please ensure that all repairs are completed in accordance with the Eberspaecher heater manual procedures.

If the cost of repairs is expected to exceed US \$700, CAD \$1000 or extenuating labour/travel charges are expected to be incurred, authorization from Eberspaecher must be sought. A Warranty Authorization number will be issued (WA#)

When complete, verify repairs and create 2 post-repair files identifying no active fault codes are present, see Section 3.1

3.1 How to Create Diagnostic Files

1. 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
2. Observe the failed start attempts, overheating events, glow pin activations etc.
3. Perform a Switch On Component test on the blower motor, water pump, fuel metering pump and glow pin – each should take about 30 seconds.
4. Evaluate the operation of each component and document 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.
5. Run a Function Test on the heater for a minimum of 15 minutes
6. Observe parameters such as 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.
7. After the required repairs and/or service procedures are performed, clear the fault codes and test run the heater using EDiTH or Easy Scan function, check for a minimum of 15 minutes. Save the function check test results as shown below
8. 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

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

Connect to heater with EasyScan system

- ❖ Choose the appropriate heater model from the menu column – **select**
- ❖ Click on the menu column – **Diagnostics** check heater information and fault codes, heater self-test, individual component test if needed. After all tests are successful, write the report.
- ❖ Choose the menu column - **report**, save one (PDF) version and one (save as) versions as pre-repair report.

- ❖ After completion of repairs, repeat steps, go into the diagnostics page, erase the fault codes, reset the ECU and test run the heater again. If no faults arise, write the report and save two versions as post repair report.
- ❖ Upload these files to the claim. If unable, email to the Warranty Dept, separately identifying claim number.

Additional information

- If claim is for a sensor or glow pin, please include the measured resistance value and ambient temperature when readings were taken.
- If claim is for an FMP, please include measured resistance value and fuel quantity test result

In order to successfully submit a warranty claim, Dealers must be set up by Eberspaecher

4. Prior to Submitting your Warranty Claim

Prior to submitting your warranty claim, ensure that the repairs have been completed in accordance with heater manual procedures and confirm components have been tested and deemed defective.

Ensure the unit falls within the specific warranty parameters for the specific heater model (time and operating hours)

Parts that have been tampered with or modified from their original state will not be accepted. This includes the cutting of any wires from electrical components.

5. Submitting your Warranty Claim

Once you are ready to submit your warranty claim, please log into your Eberspaecher Esso portal. Please select the “Service Tab” on the top and choose “Warranty heaters”, you will be directed to the online portal submission page. Select “Create a warranty claim” to begin.

Your claim will be reviewed by an Eberspaecher warranty team member, if Eberspaecher requests the parts back for testing, please select the grey tag icon in the “open” column and print the return label. This tag will serve as your warranty evaluation number (WE#/Portal #). Please refer to Section 6 for details.

***Warranty claims must be submitted within thirty 30 days of repair date. Eberspaecher will not pay markup pricing or handling on late submissions. Claims submitted beyond 60 days will be rejected, no exceptions!**

If the warranty claim is for a replacement part that has failed within 6 months of installation, a claim should be filed as usual however in the fault description, it should clearly state “Replacement Part Warranty”. Handling, labor or travel time will not be reimbursed for these claims.

If you are contacted by a warranty team member requesting further information, you will have 10 days to respond and comply with the request. Failure to do so, will result in a claim denial.

NOTE: Tested parts found not to be defective can be returned to the originator at their request and cost. All parts are disposed by Eberspaecher 30 days after the disposition of all claims.

6. *Warranty Evaluation/Portal Number (WE)*

As described in Section 5, return parts must be accompanied by a WE# to avoid rejection.

Parts must be securely packaged and identified with a completed warranty tag. Parts received damaged will be not be tested and returned to shipper at their cost.

Eberspaecher only authorizes UPS ground shipments, air shipments will not be paid by Eberspaecher.

7. *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, please refer to our Quality Manual or contact our Customer Service Department.

8. Warranty Appeal

It is Eberspaecher's goal to provide you with the best customer service possible, however in the event of a claim dispute, you have the option to file a warranty appeal.

Appeal process:

Within 30 days of claim disposition, the MSD or Dealer can file an appeal to Eberspaecher by filling out the warranty claim appeal form (refer to Eberspaecher's website warranty section) and submit directly to the Warranty Department.

Warranty appeals will be addressed within 30 days.

9. Contact Information

To contact the Warranty Department - ca-to-warranty@eberspaecher.com

To contact Customer Service Department - customerservice@eberspaecher.com

To contact Technical Services Department - ca-to-techservices@eberspaecher.com

Eberspaecher Climate Control Systems Canada/U.S.A Inc.

6099A Vipond Drive

Mississauga Ontario Canada. L5T 2B2

Phone: 905- 670-0960

10. 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.