

June 25, 2003



Phone: 800-804-4000

DATE: June 25, 2003
TO: All AbsolutAire Sales Personnel
RE: Warranty Policy Clarifications

Replacement fan bearings. When a fan bearing fails, it is very rare that the fan shaft is not damaged. If a new bearing is installed on a shaft that has been scored, damaged, or caused to become undersized, the bearing will quickly fail again. As a general rule, we will not provide any warranty on the replacement fan bearing(s) if the old shaft is re-used. Exceptions can be made if we are involved in the shaft inspection before the replacement bearings are installed, but that is usually cost prohibitive.

Warranty on Replaced Parts. Non-warranty replacement parts will have a 60-day warranty (from date of part shipment). Parts provided that are to replace failed original equipment parts under warranty will either complete the original warranty period, or be warranted for 60 days, whichever comes later.

Example #1: AbsolutAire H&V unit was shipped on 6/10/01. The flame relay is replaced under warranty on 10/12/02. The warranty on the replacement flame relay will expire on 6/10/03.

Example #2: AbsolutAire H&V unit was shipped on 6/10/01. The flame relay is replaced under warranty on 5/6/03. The warranty on the replacement flame relay will expire on 7/6/03.

Warr0603.doc