

Altec AIR, LLC. Provides the Following Warranties to the Original Purchase of an Altec AIR Refrigerated or Desiccant Air Dryer

UNIT INTEGRITY

Air dryers designed and manufactured by Altec AIR, LLC., are warranted to be free from defects in material and workmanship at the time of initial delivery. This does not apply if the product has been modified or altered in any way by anyone other than an approved Altec AIR representative.

2-YEAR WARRANTY

APPLICABLE TO ALL ALTEC AIR REFRIGERATED AND DESICCANT UNITS:

COMPONENTS



- For 2 years following initial delivery of the product, Altec AIR will, at its option, repair or replace any part/component found by Altec AIR to be defective in material or workmanship at the time of initial delivery.
- Extended 5 Year Warranty for Refrigerated Units Only – If the Altec AIR dryer is installed with the recommended Altec AIR Filter Kit, and properly maintained with regular service and element replacement, the warranty will be extended from 2 to 5 year following initial delivery of the product. Unit must be registered through Altec AIR website and have accurate maintenance history. Information verification on request. Contact your Altec AIR Account Manager for more details on qualifications.



UNIT REPAIR/REPLACEMENT



- Altec AIR's obligation under these limited warranties is limited to repair, replacement, or credit, not to exceed Altec AIR's suggested list price, at the option of Altec AIR.
- Altec AIR reserves the sole right to inspect any item claimed for warranty and decide the appropriate action for any and all claims, including the replacement or repair of the warranted part. No repair or replacement work commenced without prior written approval of an authorized Altec AIR representative will be covered by these limited warranties. For approved repair work please refer to the "Warranty Rate Schedules" listed along with the product specific exclusions. No claims will be paid beyond the amounts listed without authorization in writing from Altec AIR.

WARRANTY RATE SCHEDULE

Refrigeration Dryers (Models UA/RAD/RHT/DX series)	
Repair Component	Time to Replace (Max)
Compressor Replacement	2.5hrs
Condenser/Heat Exchanger Replacement	3.0hrs
Fan Motor, Blade, or Switch Replacement	1.0hr
HGBP Valve or TXV Replacement	1.5hrs
Auto Drain Replacement	1.0hr
Electronic Control/Components Replacement	1.0hr
Leak Detection	1.0hr
Leak Repair (recover, repair, evacuate, recharge)	4.0hrs
Leak Repair (650cfm and up)	6.0hrs
Dryer Install or Removal	2.0hrs
Dryer Install or Removal (650cfm and up)	3.0hrs

Effective 1/1/2024

This limited warranty is expressly in lieu of any other warranties, express or implied, including, but not limited to, any warranty or merchantability or fitness for a particular purpose. Except as specified above, no associate, agent or representative of Altec AIR is authorized to extend any warranty on Altec AIR's behalf. Remedies under this limited warranty are expressly limited to the provision and installation of parts and labor, as specified above, and any claims for other loss or damages of any type (including, but not limited to, loss from failure of the product to operate for any period of time, other economic or moral loss, or direct, immediate, special, indirect, incidental or consequential damage) are expressly excluded.

Troubleshooting Dryer	1.0hr
Warranty Labor Rate	\$85.00 per hour
Travel Cost Rate	\$0.67 cents per mile traveled
Materials/Consumables	Distributor Cost
Parts	Distributor Cost or Supplied by Altec AIR at No Cost

REFRIGERATED DRYER EXCLUSIONS - This Warranty does not cover:

- Adjustments on HGBP and TXV are not covered as separate repair items and are considered part of installation and/or setup which has already been factored into the “Time to Replace” rates.

Industrial Desiccant Dryers (Models HRL/HRE/HBP/HBS series)	
Repair Component	Time to Replace (Max)
Desiccant Tower 800cfm & Below (each)	3hrs
Desiccant Tower Above 800cfm (each)	Consult with Altec AIR
Heater Assembly 300cfm & Below	1hr
Heater Assembly Above 300cfm	Consult with Altec AIR
Blower Assembly	1.5hrs
Blower Assembly 500-1000cfm	2.5hrs
Blower Assembly Above 1000cfm	Consult with Altec AIR
Inlet/Outlet Control Valve (each)	2hrs
Auto Drain Replacement	1.0hr
Electronic Control/Components Replacement	1.0hr
Heatless Box Replacement	2.5hrs
Heated Box Replacement	4.5hrs
Solenoid Valves	1.0hr
Dryer Install or Removal 650cfm & Below	2.0hrs
Firmware/Software Update	1hr
Troubleshooting Dryer	1.0hr
Troubleshooting Dryer (HBP/HBS)	4hrs
Post Repair Testing	1.0hr
Warranty Labor Rate	\$85.00 per hour
Travel Cost Rate	\$0.67 cents per mile traveled
Materials/Consumables	Distributor Cost
Parts	Distributor Cost or Supplied by Altec AIR at No Cost

DESICCANT DRYER EXCLUSIONS - This Warranty does not cover:

- Muffler replacements are not covered under warranty and is considered a consumable unless damage is reported at the time of receiving the dryer.
- Desiccant replacement is not considered a warranty item as it can be recharged with proper drying cycles or is a consumable based on application conditions.

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GENERAL EXCLUSIONS - This Warranty does not cover:

- Products which have not been operated and maintained in accordance with Altec AIR operation and maintenance manuals, programs, and bulletins;
- Products which have not been installed in accordance with Altec AIR installation procedures;
- Products which have been modified by any party other than Altec AIR;
- Products which are repaired without original Altec AIR parts; or
- Any and all accessory items that are added to the Air Dryer, but not manufactured by Altec AIR, such as filters, sensors, monitors, etc., will be covered, if at all, by the accessory products manufacturer's warranty in effect at the time of delivery and will not be covered by any warranty extended by Altec AIR.
- Altec AIR authorizes the use of a single repair technician for each claim.
- Altec AIR will not compensate claims for meals, tolls, parking, mileage, lodging, tools, rental equipment, or usage fees (i.e. vacuum pump, gauge, or scanner fees)
- Altec AIR will only process claims with the direct distributor and not be responsible for additional fees or charges due to a contracted 3rd party repair provider unless authorization was provided prior to repair by Altec AIR.
- Any repair work outside of the predefined scope of work defined in the "Warranty Rate Schedule" must get approval from Altec AIR prior to proceeding with a repair. A cost estimate must be provided for approval.

ELIGIBILITY

Warranty period begins at the time of initial delivery from Altec AIR. All products must be properly installed, maintained, and serviced throughout the duration of the warranty coverage. This Warranty is not transferable beyond the original owner.

WARRANTY CLAIM SUBMISSION

Note: Warranty claims must be submitted within 45 days of resolving an issue to Altec AIR to be eligible for reimbursement. Failure to do so may result in denial of reimbursement claim.

1. Collect the following information
 - a. Model
 - b. Serial Number
 - c. How long unit has been running for prior to the issue
 - d. Description of the issue
 - e. Photos of the issue (if applicable)
 - f. Location of the product
 - g. Last time maintenance was performed
2. Call 1-800-521-5351 - **Option 1**
3. Our technical support representatives will generate a troubleshooting ticket and guide you through the troubleshooting/repair/replacement process.

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