

	WARRANTY CLAIM REQUEST	
	Document Number	SR-0327-F-EN
	Effective Date	August 17, 2023

All related fields must be digitally completed in full to request any parts or labor warranty coverage. Sufficient troubleshooting information must be provided in order to confirm any warranty failure. Completed form must be sent to Support@dehumidifiedairservices.com. WARRANTY CLAIMS WILL BE REJECTED UNLESS ALL RELATED INFORMATION IS PROVIDED.

Always use the most recent version of this form available on the website. Out-of-date forms will be rejected.

REQUESTING REP. or CONTRACTOR			
Servicing Company Name:			
Service Company Address (street address, city, etc.):			
Parts Shipping Address (if different):			
Contact First and Last Name:			Telephone:
Contact Email Address:			

EQUIPMENT INFORMATION							
Unit Serial Number:							
Start-up Status				Approved Startup Completed <input type="checkbox"/>		Unit Not Started Up <input type="checkbox"/>	
Unit Location		Roof <input type="checkbox"/>	Mechanical Room <input type="checkbox"/>		Ground Level <input type="checkbox"/>	Ceiling Mounted <input type="checkbox"/>	
Have you completed factory startup training			Yes <input type="checkbox"/>	No <input type="checkbox"/>	Certificate Number		

Sufficient troubleshooting details must be provided to confirm any noted failure. Related voltage readings and the terminal designation where they were recorded at are required to confirm the failure of any sensor, actuator, solenoid and all other electrical components.

The following information must be provided for any compressor failure. Provide additional troubleshooting details in Notes section.

COMPRESSOR INFORMATION							
Compressor Serial Number:				Compressor Model Number:			
Nameplate voltage:				Amperage:			
Voltage:		L1-L2:		L1-L3:		L2-L3:	
Current:		L1:		L2:		L3:	
Winding resistance:		L1-L2:		L1-L3:		L2-L3:	
		L1-Ground:		L2-Ground:		L3-Ground:	
Discharge Pressure:				Suction Pressure:			
Superheat:				Discharge Temperature:			
Motor Grounded: <input type="checkbox"/>		Burn Out: <input type="checkbox"/>		Open Winding: <input type="checkbox"/>			
Shorted Winding: <input type="checkbox"/>		Does not pump: <input type="checkbox"/>		Pumping inadequate: <input type="checkbox"/>			
Acid Test Completed?		Yes <input type="checkbox"/>	No <input type="checkbox"/>	Acid Present?		Yes <input type="checkbox"/>	No <input type="checkbox"/>



WARRANTY CLAIM REQUEST

Document Number SR-0327-F-EN

Effective Date August 17, 2023

The following information must be provided for any ECM Motor failures. Provide additional troubleshooting details in Notes section.

*Motor terminal designations vary depending on the brand of motor installed. Terminals designations referenced below are referenced in the order of; Ziehl Abegg/Rosenberg. Reference unit wiring diagram.

ECM Motor										
Motor Model Number										
Motor Serial Number:										
Motor Application:	Supply Blower	<input type="checkbox"/>	Exhaust 1	<input type="checkbox"/>	Exhaust 2	<input type="checkbox"/>	Condenser/Fluid Cooler Fan	<input type="checkbox"/>	Other	<input type="checkbox"/>
Input Voltage:	L1-L2:			L1-L3:			L2-L3:			
Current:	L1:			L2:			L3:			
Digital Input/Enable:	*D1-GND/DIN-GND				DC Output Voltage:		*24v-GND/+24v-GND			
Analog Input:	*E1-GND/0-10V-GND				LED Status Fault Code					
Motor Grounded:	<input type="checkbox"/>	Blown Fuses:	<input type="checkbox"/>	Low RPM:	<input type="checkbox"/>	Physical Damage:	<input type="checkbox"/>			
Shorted Winding:	<input type="checkbox"/>	Open Winding:	<input type="checkbox"/>	No Rotation:	<input type="checkbox"/>	Running Noisy:	<input type="checkbox"/>			

The following information must be provided for any Traditional Induction Motor (Non ECM Motors). Provide additional troubleshooting details in Notes section.

Traditional Induction Motor (Non ECM Motors)									
Motor Serial Number:									
Motor Model Number:									
Input Voltage:	L1-L2:			L1-L3:			L2-L3:		
Current:	L1:			L2:			L3:		
Winding resistance:	L1-L2:			L1-L3:			L2-L3:		
Winding Resistance to Ground:	L1-Ground:			L2-Ground:			L3-Ground		
Motor Grounded:	<input type="checkbox"/>	Blown Fuses:	<input type="checkbox"/>	Low RPM:	<input type="checkbox"/>	Physical Damage:	<input type="checkbox"/>		
Shorted Winding:	<input type="checkbox"/>	Open Winding:	<input type="checkbox"/>	No Rotation:	<input type="checkbox"/>	Running noisy:	<input type="checkbox"/>		

Compressor must be operating for at least 15 minutes at or near design return air conditions for readings to stabilize prior to obtaining accurate readings. Additional troubleshoot details to indicate any suspected issues are required to be included within the Notes section.

	WARRANTY CLAIM REQUEST	
	Document Number	SR-0327-F-EN
	Effective Date	August 17, 2023

TXV/EEV Failure					
Restricted:	<input type="checkbox"/>	Will Not Modulate:	<input type="checkbox"/>	Physical Damage:	<input type="checkbox"/>
Receiver sight glass levels (with compressor operating):	Upper:	Empty	<input type="checkbox"/>	Full	<input type="checkbox"/>
	Lower:	Empty	<input type="checkbox"/>	Full	<input type="checkbox"/>
Operational Data	Suction Pressure		Discharge Pressure		
	Superheat		Return Air Temperature		
	Return Air Humidity				
Liquid Line Sight Glass:	Clear	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
	Flashing	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Sensing bulb secure and insulated:	<input type="checkbox"/>				

Pictures showing the actual leak are required for all leaks. Soap bubbles should be used to visually indicate the exact leak location for any refrigerant leak.

Leak Type							
Refrigerant	<input type="checkbox"/>	Protocol Loop	<input type="checkbox"/>	HR Loop	<input type="checkbox"/>	Pool Water Loop	<input type="checkbox"/>
Heating Water Loop	<input type="checkbox"/>	Condensate Drain	<input type="checkbox"/>	Other	<input type="checkbox"/>		
Leaking Glued Joint	<input type="checkbox"/>	Leaking Soldered/Brazed Joint	<input type="checkbox"/>	Burst/Cracked Pipe	<input type="checkbox"/>		
Leaking Mechanical Joint	<input type="checkbox"/>	Puncture/Physical Damage	<input type="checkbox"/>				
Pipe Size							

Notes	
Include all troubleshooting or supporting details to help confirm any suspected failure. Sufficient detail is required so that any failure can be confirmed with the information provided within this form.	

Repairs are only applicable for warranty coverage after the failure has been confirmed and documented with DASV and approval to repair is provided. An NTE agreement is required to be in place prior to the completion of any repair applicable to Labor Warranty coverage. Repairs completed without prior approval may not be applicable to warranty coverage. The warranty terms, policies and procedures should be referenced and can be found at DehumidifiedAirServices.com.