

## **WARRANTY POLICY**

Greenheck warrants its equipment to be free from defects in material and workmanship for a period of eighteen months from the date of shipment. Any units or parts which prove defective during the warranty period will be replaced at our option. Under certain conditions, Greenheck may require the return of a complete unit or specific components for inspection. Greenheck is not responsible for any installation or removal costs.

For warranty information please visit 1-866-478-2574.

## **GREENHECK UNITS CARRY A PART-ONLY WARRANTY**

The following optional extended warranties are available for purchase:

- 66-month energy recovery wheel warranty (minus the motor)
- 25-year furnace Heat Exchanger warranty
- 18 to 66-month selectable compressor warranty

To receive a part under warranty, a technical support case is required. To start a technical support case, troubleshooting is required, and you must contact our technical support team at 1-866-478-2574.

## **LABOR POLICY**

Greenheck units do not carry a labor warranty policy. If a unit has a manufacturing defect within sixty (60) days of a qualified start-up, labor will be considered on a case-by-case basis. Labor authorization is required for any reimbursement.

## **LABOR REIMBURSEMENT RATIONALE**

Greenheck works with local sales representatives around the country so our mutual customers have access to knowledgeable people, quick support, and can build deeper relationships than they would with a factory-employed sales and service team. As a part of that partnership, Greenheck's representatives sell products with a commission to cover expenses and produce a profit. One of those expenses may be future service of the equipment. It is Greenheck's preference that representatives have a local service team and at least one technician who has a deep understanding of the equipment and has been certified by the Greenheck technical support team. This provides the best support to customers and minimizes service expenses due to knowledgeable start-ups and faster troubleshooting. For representatives who choose to not have a local service team or expert in their group, Greenheck expects reasonable charges when fixing equipment issues.

Because of the wide variance in time spent and rates charged across the country, Greenheck has established standard rates, maximum drive time, and maximum hours spent for reps to use when fixing Greenheck equipment. These reimbursement rates may not always fully cover your actual expenses and below are the potential reasons why:

- Drive Time: Greenheck representatives have a defined territory to sell Greenheck products. Extended drive time is not something Greenheck covers should the representative choose to work with service technicians not located in reasonable proximity to the full territory.
- Rates: What you do for warranty work and what you charge for additional services are likely different rates. Greenheck expects to see a warranty rate and have established those rates accordingly for each territory. Greenheck sets this rate to cover your expenses. If you do not feel this rate is fair, please adjust your commission on the sale accordingly.
- Hours Spent: Capabilities of individual service technicians may vary. Greenheck offers training courses to help support technician development. Ultimately, the training and quality of work performed is the representative's responsibility.

Greenheck values your partnership and that is why we work with you to provide reasonable reimbursements to solve equipment problems to best support mutual customers. If you are fixing a factory issue and expect to have labor reimbursed, please make sure you are in contact with Greenheck Technical Support so we are aligned on expectations prior to any work performed.

## HOW TO RECEIVE LABOR AUTHORIZATION

The technical support team can be reached at 1-866-478-2574, [DOAS@greenheck.com](mailto:DOAS@greenheck.com) or [parts@doas.com](mailto:parts@doas.com). Serial number, alarm logs/ information, pictures of the issues, troubleshooting completed, and a start-up report may be required. A case number and a labor authorization amount must be obtained PRIOR to completing the repair. This labor authorization amount will include a do not exceed (DNE) amount. The labor authorization amount will be specific to the area needing repair and the location of the unit for the local shipped product defect (SPD) rate for the territories. SPD rate is an agreed upon rate which is lower than current street rate. The goal of the SPD rate is to cover the expense per hour incurred on behalf of a representative technician, not the current street rate of a contractor.

Contact Greenheck  
Technical Support

1-866-478-2574

[DOAS@greenheck.com](mailto:DOAS@greenheck.com)

[parts@doas.com](mailto:parts@doas.com)

## WHAT IS COVERED IN THE LABOR AUTHORIZATION?

Greenheck may cover but will not exceed the following labor authorizations:

- Diagnosis time (up to 4 hours)
- Travel time (up to 3 hours)
- Time to complete the repair (highly variable - see next page)
- Refrigerant used (up to the factory charge amount at current rate)
- Your shipped product defect (SPD) reimbursement rate

The labor authorization will not cover: Overtime rates, mileage, reusable tool charges, overnight hotel stays (unless it offsets travel time costs), meals, or crane/lift expenses.

## WHO IS ELIGIBLE FOR LABOR AUTHORIZATION?

If a representative does not employ a service team, they are to hire out their local service contractor. If the local contractor is higher than the local territory's SPD rate, it is the rep's responsibility to cover the difference. If a local contractor is used, the rep must pay the contractor and Greenheck will reimburse the authorized amount directly to the representative. Greenheck will not pay contractors directly. Once work is complete, submit supporting documents and the invoice (with noted case authorization number as PO) to the technical support agent who provided the labor authorization.

## COMPONENT REPLACEMENT TIME GUIDELINES

| CATEGORY                               | AREA  | TIME AUTHORIZED (HRS)                 |
|--|---|---------------------------------------|
| Controls                               | Program Update                              | 1                                     |
|  | Controller Replacement                      | 1                                     |
| Refrigeration                          | Trim charge at start-up                     | Reimburse refrigerant at current rate |
|  | Leak Search                                 | 4                                     |
|  | Line Component Leak                         | 8                                     |
|  | Coil Replacement                            | 16                                    |
|  | Compressor Replacement                      | 12                                    |
| Motors                                 | Supply or exhaust fan                       | 4                                     |
|  | Condenser fan                               | 2                                     |
|  | Energy Recovery Wheel                       | 1                                     |
|  | Combustion                                  | 1                                     |
| Factory Wiring                         | Up to 4 hours for searching & 1 hour to fix | 1-5                                   |
| VFD (Fan, Energy Recovery, Compressor) | Install                                     | 2                                     |
|  | Parameter Change                            | 1                                     |
| Electrical Components                  | Sensor                                      | 1                                     |
|  | Relays                                      | 1                                     |
|  | Switch                                      | 1                                     |
|  | Actuator (including hot gas reheat valve)   | 1                                     |
|  | Overload                                    | 1                                     |
| Energy Recovery                        | Media                                       | 2                                     |
|  | Bearings                                    | 4                                     |
| Heating (Furnace)                      | Combustion Controller                       | 1                                     |
|  | Gas Valve, Airflow/Combustion               | 1                                     |
|  | Manifold                                    | 2                                     |
| Casing                                 | Air Leak                                    | 1                                     |
|  | Water Leak                                  | 1-4                                   |
|  | Bulb/Gasketing Repair                       | 1                                     |
|  | Door/Panel Replacement                      | 1-2                                   |