

SUMMIT / MORTEX / SUNTHERM WARRANTY PROCEDURE

The following procedure will be used for warranty claims

1. The consumer or service person will contact the wholesaler with the model and serial number of the item and the initial complaint. Model and serial numbers are located on the front plate of the coil, on the control box or housing of the blower, or on the front of air handlers. The wholesaler will verify that the product is made by SMS and that it is under warranty.

WARRANTY ON COILS IS FIVE YEARS FROM INSTALLATION DATE (maximum SIX years from date of manufacture) AND ONE YEAR (maximum TWO years from manufacture date) ON ELECTRICAL COMPONENTS.

2. If the product is under warranty the wholesaler will replace the item or product from stock, retaining the claimed defective item. If the item or product is not in stock, the wholesaler will contact SMS for first available shipment to wholesaler, service contractor, or job site at the wholesaler's discretion. Standard shipping will be at SMS expense. Expedited (next day, etc.) shipment costs will be shared by SMS and the wholesaler.
3. If SMS deems it necessary for product or item to be returned for analysis or verification of defect, the wholesaler will be issued a Return Goods Authorization number and asked to ship the product or item to SMS, at SMS expense. Items returned without a verifiable RGA# will be refused and returned to shipper.
4. For claims made on units NOT returned to SMS, please complete a warranty claim form. Claim forms should be completed and model/sn labels MUST be attached for consideration.
5. Credit will be issued to the wholesaler only if the product has been proven defective and been accepted as warrantable and that the product has not been misused or otherwise been subjected to use other than that for which it was designed. Unit replacement may be chosen as an alternative to credit. Repair and return to wholesaler is at the discretion of SMS.
6. Any credits issued by SMS will be issued to the wholesaler ONLY.

SMS WARRANTY DOES NOT INCLUDE LABOR, TRAVEL CHARGES, OR ANY OTHER COSTS INCURRED FOR REPAIR, REMOVAL, INSTALLATION, SERVICING, DIAGNOSING OR HANDLING OF EITHER DEFECTIVE PARTS OR REPLACEMENT PARTS