



SCE Enviro-Therm® Warranty Request

NOTE: Diagnoses charge for non-warranty issue: \$250
Minimum charge for non-warranty repair: \$250

Submit request to: SCE Quality Department
Quality@saginawcontrol.com
p: 989-799-6871
f: 989-799-4524

Troubleshooting Guide has been reviewed and evaluated
*Found on the Installation Manual page at saginawcontrol.com

Date: _____

Product Information

SCE Part Number: _____
Model Number: _____
Serial Number: _____
Build ID: _____

Unit is under warranty
Unit can be returned for diagnosis, repair, & returned
Send replacement & return unit for diagnosis

Description of Problem:

The description of the problem was diagnosed by: _____

Location of Unit

Company: _____
Address: _____
City, State, Zip: _____

Order Information

Company: _____
Contact: _____
Phone: _____
Email: _____
PO#: _____
SCE Order #: _____

Location Contact

Name: _____
Phone: _____
E-mail: _____

All goods manufactured by SCE shall be warranted to be free of defects in material or workmanship for a period of two years from the date of shipment. Should the product be proven to SCE to be defective, SCE shall have the option to repair or replace the product. At no time will SCE reimburse purchaser for unauthorized rework on any product.

Air Conditioners & Heat Exchangers are warranted on parts and service for a period of two years from the date of shipment by Saginaw Control and subject to the following conditions and exclusions. All goods must be installed and operated according to the following specifications:

- Maximum voltage variation no greater than plus or minus 10% of nominal rating.
- Maximum frequency variation no greater than plus or minus 3 Hz. from nominal rating.
- Must not exceed minimum and maximum rated temperatures.
- Must not exceed (BTU/Hr) rating.
- Filters must be cleaned regularly.
- Must be installed and grounded in accordance with all relevant electrical and safety codes, as well as the National Electric Code and OSHA rules and regulations.
- Must be installed in a stationery application, free of vibration.

Warranty related claims will be returned to the factory for evaluation and final disposition of the claim. Any replacement parts will be invoiced at standard pricing and credit issued for the returned product. If the product has been found to be modified, subjected to abuse, negligence in operation or maintenance, or if product is used in a manner that exceeds its designed capabilities and rating, credit may be reduced, denied or an additional cost may be assessed and passed on to the purchaser, such as, return freight.

I understand if it is determined that the terms and conditions of the warranty have been violated, this may be a non-warranty service call and I am responsible for applicable charges.

Signature: _____