

Vendor name	Larson processing Timeframe	Date codes Required	Notes
A.O. Smith			Send motor back to PKE. Do not place warranty tag over motor name plate/sticker.
Advanced Dist. Products			Replace cracked drain pans and TXV's, not whole coils. Must have a replacement serial for coils & units. Coils have 5 yr base warranty 10 yrs registered
Allied Air/Armstrong	60 days from fail		Need Model and Serial number. Also need end user name and address
American Standard	90 days from fail		
Applion			Over the counter exchanges are only for up to 3 months from date of purchase. After that it is a repair. If rep oks, needs RA# on paperwork
Aprilaire			Spacers by whole pack. (If contractor brings in four, he gets credit for four, not whole pack) Must have auth# for units when doing warranty. 800 humidifier is not a warranty item, contractor needs to call Aprilaire tech support to have it repaired. 600M - No over the counter exchanges but we can warranty the replacement parts for the unit.
B&D Mfg	30 days from fail	Yes	Need Model & Serial number even if for part warranty. BDMF pumps will be black only red pumps are Grundfos
Baxi/Marathon	60 days from fail		Call Tech Support on units and DOA parts. Get service techs name.
Captive Air			Call before doing a warranty claim and they will send a replacement
Climatemaster			File Climatemaster specific claim form for replacement parts to be shipped direct at no charge.
Cooper Instruments			Repairs only - vendor will decide whether to repair or send free new replacement - 5 yr instrument and 1 yr probe
Copeland			Must be replaced with a Copeland product; no exceptions.
Cozy/Louisville Tin & Stove			Replacement parts have a 90 day warranty
Dial			Keep parts at branch and Rep will come give credit. Call Dwayne Smith for Colorado 720-201-6395 and Kirk Jensen for Utah
Diversitech			Part warranty 24 months from date of sale
Dwyer			Repairs only - vendor will decide whether to repair or send free new replacement
Ecobee			Must have 12 digit serial on claim for warranty
Enertech/Hydron	60 days from fail		File Enertech/Hydron specific claim form for replacement parts to be shipped direct at no charge.
Environmental Group			2 years on bulbs must have serial and model number.
Fieldpiece Instruments			Repair and returns-no credit no over the counter exchange. CALL TECH SERVICE @ 714-634-1844.
First Co	90 days from fail		Need Model and Serial number
G MILLER			On kits G. Miller will only warranty the failed part, not the whole kit.
Grundfos pumps		Yes	Warranty goes off of date code on cap. Only Red pumps for Grun no black. Black pumps are BMDf or HYDO.
Heat Controller	30 days from fail		No exceptions.
Honeywell		Yes	All parts must be returned with the humidifiers including stats. 5 yr on unit and 1 yr on replacement parts.
Hot Water Products			MUST have service invoice and photo of name plate and unit with claim, this goes for unit or parts. If unit is not registered must have proof of purchase. Please give replacement serial on warranty units.
Ice-O-Matic	60 days from fail		Must have end user information
Inficon			Contact Inficon's tech support before processing a warranty 800-344-2552 . Tech support avail. 8:15 - 5:00 EST
I/B Industries			DS-20000 scales have a 2 yr warranty/do over the counter exchange. F6-DP recovery units have a 3 year warranty/do over the counter exchange
Johnson Controls		Yes	Warranty runs by date code not date of sale.
Krack Corp			Need unit model and serial. Serial numbers start with MY, but may also start with 103,104 or P000.
Laars Heating Systems	45 days from fail		No exceptions.
Lennox	60 days from fail		Need end user information and always a model and serial even for parts.
Masterbilt	60 days from fail		Part warranties MUST have unit model and serial number and end user info
Mitsubishi			Replacement parts only have 90 days and 45 days from the fail date to file a claim. Always need a model and serial number for all claims. Unit change outs need authorization from MTSU. Also must have end user info on claim.
Noritz			Repair only-call for free replacement parts-no credit
NUTECH BRANDS/LIFEBREATH/AIRIA			Per Supplier : Warranty claims require a ticket number from tech support to verify it has been diagnosed as defective from our techs. Call 855-247-4200 Monday to Friday 8 am – 4:30 pm EST
Ritchie			Manifolds are repair only, do not warranty, call customer service. Do not warranty whole pack if only one hose is bad but need to know which hose is bad before submitting claim. No OTC on vacuum gauges! Gauges are repair only, please call for tech support FIRST 952-943-1333
Robert Shaw (Invensys)		Yes	Pease look in box to make sure part is ROBT! Must be at Robert Shaw within 18 months of date code.
Russell	90 days from fail		Parts have 90 days from PO, MOTOR WARRANTY 1 YEAR
Sanuvox			R+ units must have unit, lamp, and ballast when returning for warranty. Lamps have a 3 year warranty.R+ model is the only one for exchange. all others are repair
Schlage/Nexia	WE DO NOT PROCESS		Contractor needs to contact Schlage for warranty
Soler & Palau			Send parts and claim ASAP to PKE. Call TIFF for OK to do an over the counter exchange. 1-800-327-5060 Warranty is 30 days on parts.
SPX Corporation			Repairs only on the ZX's - no over the counter exchange
Stylecrest	30 days from fail		Stylecrest only gives 30 days from fail. If a coil change out is needed, must call Stylecrest for a Service Order number.
Superior Radiant Products	60 days from fail		ALL warranties MUST have serial and model. Please call Tech support before warranty is done on burners and units. Tubes and reflectors will need pictures of damage and the box it came in for warranty.
Tecumseh			Need compressor returned; MUST have replacement compressor on claim.
Testo INC.			Call Testo before warranty is done. If unit is to be sent back, get name of service tech. Warranty is 2 yrs from date of purchase. They repair.
Thermal Engineering			Only repairs - NO OVER THE COUNTER EXCHANGE
Thomas & Betts			30 days on replacement parts - NO EXCEPTIONS!
Trane	90 days from fail		
Turboaire	90 days from fail		Must have service number from factory. Call tech support first.
Wine Guardian			Must call tech support at 1-315-452-7434 They trouble shoot and repair units. No EEA's
Witt	90 days from fail		Parts only have 90 days from date of PO