

Vendor name	Larson processing Timeframe	Date codes Required	Notes
Advanced Distributor Products			Replace cracked drain pans and TXV's, not whole coils. Must have a replacement serial number for coils & units. Coils have 5 year base warranty and 10 years registered warranty.
B&D Mfg	30 days from fail	Yes	Need model and serial number for part warranty. B&D Manufacturing pumps will be black only, red pumps are Grundfos.
Climatemaster			File Climatemaster specific claim form for replacement parts to be shipped direct at no charge.
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 in and give credit. Call Dwayne Smith for Colorado (dwaynes@dialmfg.com) and Kirk Jensen (kirk@dialmfg.com) for Utah.
Ecobee			Must have 12 digit serial number 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 model number and serial number.
Fasco			Warranty is based on the date code / serial number on the motor.
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 Grundfos, black pumps are B&D Manufacturing or Hydroflo.
Heat Controller	30 days from fail		Claims must be filed 30 days from failure.
Honeywell		Yes	All parts must be returned with the humidifiers including stats. 5 year on unit and 1 year on replacement parts.
Hot Water Products			MUST have service invoice and photo of name plate and unit with claim, required for unit or parts. If unit is not registered must have proof of purchase. Please give replacement serial number on warranty units. Replacement parts have a 90 day warranty.
Ice-O-Matic	60 days from fail		End user information required.
JB Industries			DS-20000 scales have a 2 year warranty, over the counter exchange. F6-DP recovery units have a 3 year warranty, over the counter exchange
Johnson Controls		Yes	Warranty runs by date code not date of sale.
Krack Corp			Unit model number and serial number required. Serial numbers start with MY, 103,104 or P000.
Laars Heating Systems	45 days from fail		Claim must be filed 45 days from failure.
Lennox	60 days from fail		Model number, serial number and end user name and address required for all claims, including parts.
Masterbilt	60 days from fail		Model number, serial number and end user name and address required for parts claims.
Russell	90 days from fail		Parts have 90 days from PO. MOTOR WARRANTY 1 YEAR.
Sauerman Pumps			First 2 numbers of serial are date code. Pumps only have 2 year warranty off of that date.
Tecumseh			Need compressor returned; MUST have replacement compressor on claim.
Thomas & Betts			30 days on replacement parts.
Witt	90 days from fail		Parts only have 90 days from date of PO.
Vendors highlighted in yellow must call tech support and/or require authorization			
Allied Air/Armstrong	60 days from fail		Outdoor unit model number, serial number and end user name and address required for coil claims. Equipment Exchange Authorization (EEA) requires Field Service Representative approval before changeout.
American Standard	90 days from fail		Equipment Exchange Authorization (EEA) requires Field Service Representative approval before change out.
Aprilaire/Research Products			Spacers by whole pack. (If contractor brings in four, he gets credit for four, not whole pack.) Must have authorization number for units when doing warranty. The 800 humidifier is not a warranty item, contractor needs to call Aprilaire tech support at (800) 334-6011 to have it repaired. 600M, no over the counter exchanges but replacement parts can be warranted for the unit.
Fieldpiece Instruments			Repair and returns, no credit no over the counter exchange. Call tech service at (714) 634-1844.
Heatcraft			Equipment Exchange Authorization (EEA) requires Field Service Representative approval before change out.
Inficon			Contact Inficon's tech support before processing a warranty (800)344-2552 . Tech support is available 8:15am - 5:00pm EST.
Mitsubishi			Replacement parts have a 90 day warranty, contractors have 45 days from the fail date to file a claim. Model number, serial number and end user name and address required for all claims. Unit change outs need authorization from Mitsubishi.
Navien			Contractor must call Navien trouble shooting while in the home at (800) 519-8794, option 2. Navien will send replacement part at no charge, next day air.
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 through Friday 8:00am – 4:30pm EST.
Rheem			Equipment Exchange Authorization (EEA) requires Field Service Representative approval before change out.
Ritchie Engineering			Manifolds are repair only, do not warranty, call customer service. Do not warranty whole pack if only one hose is bad, need to know which hose is bad before submitting claim. No over the counter exchanges on vacuum gauges. Gauges are repair only (no exchange), please call for tech support at (952) 943-1333.
Schlage/Nexia	WE DO NOT PROCESS		Contractor needs to contact Schlage for warranty, (888) 805-9837.
Solar & Palau			Send parts and claim ASAP to Gustave A. Larson Company, Pewaukee location. Call customer service for approval to do an over the counter exchange (800) 327-5060. Warranty is 30 days on parts.
Space Pak			Call tech support before repair at (413) 564-5972 or (413) 564-5850 for trouble shooting and a Call Tech Log number.
Stylecrest	30 days from fail		Stylecrest only gives 30 days from fail. If a coil change out is needed, call Stylecrest for a Service Order number at (800) 228-7896. Replacement parts must come from Stylecrest.
Superior Radiant Products	60 days from fail		ALL warranties require model number and serial number. Call tech support at (800) 527-HEAT(4328) before warranty is done on burners and units. Tubes and reflectors will need pictures of damage and the box it came in for warranty.
Testo			Call Testo at (800) 227-0729 before warranty is done. If unit is to be sent back, get name of service tech. Warranty is 2 years from date of purchase, they repair.
Therma-Stor			Call tech support at (800) 533-7533 for an authorization number for warranty repair.
Tjerlund			Call tech support at (651)287-8223 or (800) 225-4208 to troubleshoot the unit and get an authorization number to file a warranty.
Trane	90 days from fail		Equipment Exchange Authorization (EEA) requires Field Service Representative approval before change out.
Turboaire	90 days from fail		Must have service number from factory. Call tech support at (800) 381-7770.
Weil McLain/Williamson			Call tech support at (855) 627-6003 for an authorization number for warranty repair.
Wine Guardian			Call tech support at (315) 452-7434 to troubleshoot and repair units. No Equipment Exchange Authorization (EEA)'s
Vendors highlighted in blue are repair only			
Appion			Over the counter exchanges are only for up to 3 months from date of purchase. After that it is a repair. If rep approved, an RA number is required on paperwork.
Cooper Instruments			Repairs only - vendor will decide whether to repair or send free new replacement - 5 year instrument and 1 year probe.
Dwyer			Repairs only - vendor will decide whether to repair or send free new replacement.
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.
SPX Corporation			Repairs only on the ZX's - no over the counter exchange.
Thermal Engineering			Only repairs - no over the counter exchange.