

Vendor name	Claim processing time	Date codes needed	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.
Allied Air/Armstrong	45 days from fail		Need Model and Serial number. Also need end user name and address
American Standard	75 days from fail		
Applon			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. Must have auth# for units when doing warranty.
B&D Mfg	15 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	45 days from fail		Call Tech Support on units and DOA parts. 800-461-4657 Get service techs name.
Breezair			Take parts to your local branch.
Captive Air			Call first before doing a warranty and they will send a replacement
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!
Dial			Take parts to your local branch.
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	45 days from fail		
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	75 days from fail		Need Model and Serial number
Gurndfos pumps		Yes	Warranty goes off of date code on cap. Only Red pumps are Grundfos. Black pumps are B&D Mfg or Hydron Module.
Heat Controller	15 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. Please give replacement serial on warranty units.
Ice-O-Matic	45 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.
Johnson Controls		Yes	Warranty runs by date code not date of sale.
Laars Heating Systems	30 days from fail		No exceptions!!!!
Lennox	45 days from fail		Need end user information and always a model and serial even for parts.
Masterbilt	45 days from fail		Part warranties MUST have unit model and serial number and end user info
Mitsubishi			Replacement parts only have 90 days warranty. Unit change outs need authorization from MTSU. Also must have end user info on claim.
Multiaqua			Call Multiaqua for replacement. 864-850-8990 Will not give credit. 1 year on parts.
Noritz			Repair only-call for free replacement parts-no credit 714-433-2905
Ritchie			Do not warranty whole pack if only one hose is bad. No OTC on vacuum gauges! Only repair for gauges please call for tech support FIRST 952-943-1333
Robert Shaw (Invensys)		Yes	Must be at Robert Shaw within 18 months of date code.
Russell	75 days from fail		Parts have 90 days from PO
Sanuvox			R+ units must have unit, lamp, and ballast when returning for warranty. Lamps have a 3 year warranty.
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
Superior Radiant Products	45 days from fail		ALL warranties MUST have serial and model. Please call Tech support before warranty is done on burners and units. 905-664-8274 Tubes and reflectors will need pictures of damage and the box it came in for warranty.
Tecumseh			Need compressor. MUST have replacement compressor on claim. Also need replacement comp date code. Letter with four digits.
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. 800-227-0729
Thermal Engineering			Only repairs - NO OVER THE COUNTER EXCHANGE
Thomas & Betts			30 days on replacement parts - NO EXCEPTIONS!
Trane	75 days from fail		
Turboaire			Must have service number from factory. Call tech support first. 800-381-7770
Weil-McLain	15 days from fail		Call Weil-McLain for authorization number. 855-627-6003
Witt	75 days from fail		Parts only have 90 days from date of PO