

# Honeywell

## AUTOMATION AND CONTROL PRODUCTS

### WARRANTY POLICY

Honeywell warrants the products in this catalog (except those parts designated on Honeywell's price lists as not covered by this warranty) to be free from defects due to workmanship or materials, under normal use and service, for the following warranty periods. Honeywell VisionPRO®, Commercial VisionPRO™, FocusPRO®, PRO 4000, PRO 3000, LineVolt™ PRO, Digital Round™, and Modern Round™ (T87K, N) Series Thermostats with a date code of 0501 or later: sixty (60) months from date of installation. CommercialPRO, PRO 2000 and PRO 1000 thermostats: twenty-four (24) months from date of installation. All other Honeywell thermostats and thermostats with a date code of 0452 or earlier: twelve (12) months from date of installation, unless specified otherwise. Honeywell Air Cleaners, Humidifiers, Ventilators, Ultraviolet Treatment and Zoning Products with a date code of 0501 or later, excluding replacement maintenance parts: sixty (60) months from date of installation. Indoor air quality parts F50, F52, F300, F200, F150, UV100E, HE225, HE265, HE365, with date codes of 0452 or earlier, excluding replacement maintenance parts: sixty (60) months from date of installation. All other Honeywell indoor air quality and zoning products with a date code of 0452 or earlier: twenty-four (24) months from date of installation, unless specified otherwise. Variable frequency drive devices (VFD) and accessories: new products for thirty-six (36) months and factory refurbished drives for twelve (12) months from date of installation when start-up and commissioning is performed by Honeywell VFD Authorized and trained personnel. All VFD warranty return products must have prior authorization (Form No. 87-0284) and be returned only to the VFD Service Center in Chattanooga, TN. MS, MN and Fact Acting 2-position Direct Coupled Actuators: sixty (60) months from date of installation. The warranty period for all other products is twelve (12) months from date of installation.

If a product is defective due to workmanship or materials, is removed within the applicable warranty period, and is returned to Honeywell in accordance with the procedure described below, Honeywell will, at its option, either repair, replace or credit the customer for the purchase price of the product, in accordance with the procedure described below. This warranty extends only to persons or organizations who purchase products in this catalog for resale.

The expressed warranty above constitutes the entire warranty of Honeywell with respect to the products in this catalog and IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL HONEYWELL BE RESPONSIBLE FOR ANY CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER.

#### INSTRUCTIONS—INSTALLING OR SERVICING CONTRACTOR OR DEALER

When replacing a Honeywell product under warranty, including those products furnished on original heating and/or cooling equipment, you should rely on your local Honeywell Wholesaler or Distributor for prompt and efficient product replacement service.

A Honeywell Returned Goods Identification Tag (form 87-0030) or an electronic data notification system must be completed and approved by the servicing dealer/contractor prior to submitting the product to the Honeywell Wholesaler or Distributor. (Tags may be obtained from the Wholesaler or Distributor in advance.) No warranty claim for product replacement or credit will be honored by the Wholesaler/Distributor without a completed warranty tag attached or electronic notification.

#### INSTRUCTIONS—WHOLESALE OR DISTRIBUTOR

The following will apply to the return of any product to Honeywell under this warranty:

Any products which are not variable frequency drives and are:

- (i) identified with Honeywell's Returned Goods Identification Tag (form 87-0030), or electronic notification system;
- (ii) are listed individually with Returned Goods ID Tag numbers and date codes

- listed on Honeywell's Returned Goods Order (form 71-96024) or a similar form;
  - (iii) packed separately from other returns and protected from shipping damage;
  - (iv) have certification by the installer or servicing dealer that the product was removed, due to failure, within the applicable warranty period;
  - (v) are received transportation pre-paid at:  
Honeywell Return Goods  
Dock 4 MN10-3860  
1885 Douglas Drive  
Golden Valley, MN 55422
  - (vi) and are found by Honeywell's inspection to be defective in workmanship or materials under normal use and service
- will be handled in accordance with one of the two following procedures, as specified by the customer making the return:

All VFD warranty return products must have prior authorization (Form No. 87-0284) and be returned only to the VFD Service Center in Chattanooga, TN.

1. **CREDIT PROCEDURE.** Honeywell will issue credit, at Honeywell's lowest wholesaler net price in effect at the time of the return (as set forth on Honeywell's then current price sheet) or at the actual invoice amount if a copy of that invoice is attached to the packing list. (TRADELINE Replacement Exchange Products will be at Honeywell's lowest replacement exchange net price in effect at the time

of such return, as shown on Honeywell's then current price sheet.) Honeywell reserves the right to disallow this credit option in cases of warranty abuse.

2. **REPAIR OR REPLACEMENT PROCEDURE.** Honeywell will, at its option, either repair or replace the product free of charge and return it or its replacement lowest cost transportation prepaid. The replacement will be a functionally equivalent new TRADELINE product. Premium transportation will be used at customer's request and expense.

The warranty will not be honored if:

- (i) product is damaged or missing parts or accessory items including batteries.
- (ii) product exhibits evidence of field misapplications.

Final disposition of any warranty claim will be determined solely by Honeywell. If inspection by Honeywell does not disclose any defect covered by the warranty, the product will be returned or scrapped as instructed by the customer and Honeywell's regular service charges will apply. Products returned to the customer may be sent shipping charges collect.

If you have any questions relative to product returns to Honeywell, contact your Customer Care Representative:

Honeywell International Inc.  
Customer Care MN10-1461  
1985 Douglas Drive  
Golden Valley, MN 55422  
(763) 954-5720

#### SPECIAL MESSAGE TO INDUSTRIAL USERS AND BUILDING OWNERS

Thank you for using Honeywell products.

As a user, when you purchase a Honeywell product from this catalog you should expect performance from the product and, if it fails, replacement of the product by the installing dealer.

Typically, you will have purchased a Honeywell product under the following circumstances:

1. To modernize or refurbish your existing commercial and/or process control system.
2. You have purchased new commercial and/or process heating, cooling, air cleaning or humidification equipment that

is furnished with Honeywell controls or components (refer to your owner's manual furnished with the equipment).

3. A control has failed on your existing commercial and/or process heating and/or cooling equipment and is replaced by a Honeywell TRADELINE product.

With few exceptions, you utilize the services of a competent plumbing, heating and/or cooling dealer/contractor for new or replacement work performed.

Although our warranty does not extend to you, Honeywell does extend a warranty to your supplier.

Your supplier can rely on its local Honeywell Wholesaler/Distributor or Honeywell for prompt replacement.

If you have any questions, need additional information or would like to comment on Honeywell's products or services, please write or phone:

Honeywell International Inc.  
Customer Care MN10-1461  
1985 Douglas Drive North  
Golden Valley, MN 55422-4386  
(763) 954-5720

or check your telephone directory (white pages) for one of many Honeywell field sales offices.