

# Honeywell

## BUILDING MANAGEMENT SYSTEMS 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.

### Sixty (60) months from date of installation or purchase as noted

- MS, MN and fast acting 2-position Direct Coupled actuators; MVN rotary valve actuators, from date of installation
- Commercial Valves: VBN and VBF ball valves, and VRN pressure independent control valves, from date of installation
- JADE economizer when used with Honeywell sensors and actuators, from date of installation
- VR Series Butterfly Valves (up to 12 inch) from date of purchase
- VH Series Butterfly Valves (Up to 5 inch 2-way, up to 4 inch 3-way) from date of purchase
- MB Series Actuators (up to 1400 lb-in torque) from date of purchase

### Thirty-six (36) months from date of shipment

- Variable frequency drive devices (VFD) and accessories

### Thirty-six (36) months from date of installation

- LCBS Connect controllers, LCBS wall modules and gateways

### Twenty-four (24) months from date of installation or purchase as noted

- TR4X Wall Modules from date of installation
- VR Series Butterfly Valves (14 inch and larger) from date of purchase
- VH Series Butterfly Valves (6 inch and larger 2-way, 5 inch and larger 3-way) from date of purchase
- MB Series Actuators (3540 lb-in torque and above) from date of purchase

### Eighteen (18) months from date of shipment for non-licensed products and from date of license for licensed products

- All WEBs brand (including CIPer products) unless specified otherwise (warranty replacement parts will be warranted for 90 days or the balance of the original warranty period, whichever is longer)

### Twelve (12) months from date of shipment or installation as noted

- Unitary controllers including Spyder, Stryker, and Sylk I/O modules from date of installation
- Building automation security accessories from date of shipment

### 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.

No warranty claim for product replacement or credit will be honored by Honeywell without a completed Return Merchandise Authorization (RMA) form or a manual return authorization form issued by Honeywell Customer Care. (Reference Form # 31-00196)

## INSTRUCTIONS—WHOLESALE OR DISTRIBUTOR

The following will apply to the return of any product to Honeywell under this warranty (Except Variable Frequency Drives (VFD) and WEBs products which are covered under separate policies as noted below :

- (i) the products are identified with a Honeywell Return Merchandise Authorization Form (obtained from the website at Customer.Honeywell.com).
- (ii) the Return Merchandise Authorization Form number and return address label is displayed on the outside of the return carton. Make sure a copy of the RMA form is enclosed in the return carton.
- (iii) the products are packed separately from other returns and protected from shipping damage.

- (iv) A certification by the installer or servicing dealer that the product was removed, due to failure, within the applicable warranty period is included.
- (v) the products are received transportation pre-paid at the facility listed on the shipping and/or packing slip.
- (vi) and the products are found by Honeywell's inspection to be defective in workmanship or materials under normal use and service.

Returns will be handled in accordance with one of the two following procedures, as specified by the customer making the return.

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. Honeywell reserves the right to disallow this credit option in cases of warranty abuse.
2. **REPLACEMENT PROCEDURE.** Honeywell's Warranty replacement procedure must be used for in-warranty emergency replacement orders. Customer will not be credited for items not meeting warranty criteria as outlined in this policy. Please return the defective item to the address listed on the return authorization form. All new and unused VBN control ball valves MUST be approved by your Honeywell sales representative before they may be returned.

WEBs return products must be processed through WEBs Customer Care. Defective hardware products under warranty have to be returned to Tridium Production & Distribution Center, 9898 Mayland Drive, Henrico, VA 23233. Security Access products must have prior authorization from Honeywell Customer Care.

All VFD warranty return products must be coordinated through the Commercial Components Hotline (1-888-516-9347 option 4) staff and VFD Warranty and Repair Program Coordinator (VFD Coordinator). All VFD warranty returns must have prior authorization from Honeywell Customer Care and must be returned to the specified Honeywell VFD Service Center.

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 Suite HBT  
1985 Douglas Drive  
Golden Valley, MN 55422  
1-800-475-7515

## 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 installer.

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 Suite HBT  
1985 Douglas Drive North  
Golden Valley, MN 55422-4386  
1-800-475-7515

or check online at [www.customer.honeywell.com](http://www.customer.honeywell.com) for a list of local Honeywell Distributors.