

# Warranty Chart

## Component Warranty Coverage and Handling Instructions



Warranty covers parts only. Labor charges are not covered under warranty. Parts that have been modified or altered in any way void the warranty. Customer is responsible for return freight and any miscellaneous expenses of warranty item claim. An online **RMA Request Form** must be completed for any warranty claim before product return to General Filters ([www.generalfilters.com](http://www.generalfilters.com) / Support / Request a Product Return). Wholesaler to return only those items listed under returned components column.

**IMPORTANT: If you are returning more than one item in a package, EACH ITEM must be tagged individually with the applicable General Filters assigned RMA number. (If this is not done, your return will be delayed.)**

Ship to: General Filters, Inc. 43800 Grand River Avenue Novi, Michigan 48375

If you are not required to return components, then note on RMA Request Form in comments section.

Product	Limited Warranty Coverage Begins the Date of Installation	Returned Components Complete Online RMA Form. Return RMA # With Product. DO NOT SCRAP	Field Scrap Complete Online RMA Form
5500 Steam Humidifier	5 years. Not cylinder or control. No credit issued for complete humidifier.	All Components <b>Control modules must have manufacturer's sticker or return will not be accepted.</b>	Approval Required
Steam DS and RS Series Humidifiers	5 years (only units manufactured after January 1, 2016). Not cylinder or control. No credit issued for complete humidifier.		
Evaporative Humidifiers 3200 & 4200	5 years, except for Vapor Pad®, orifice, strainer, and control. No credit issued for complete humidifier.	Humidistat, Motor, Solenoid Valve, Relay Circuit Board	All components not listed under Returned Components section can be field scrapped.
Fan-Powered; Evaporative Humidifier 1000	10 years, except for Vapor Pad®, orifice, strainer, and control. No credit issued for complete humidifier.		
Fan, Evaporative Humidifiers 1042, 1137, 1099	5 years, except for Vapor Pad®, orifice, strainer or control. No credit issued for complete humidifier.		
AC Air Cleaners AC24 & AC22	10 years, except for the media. No credit issued for complete air cleaner.	Motor	
MAC Air Cleaners 1200, 1400, 2000, 2020, MAC-L, Perfect Platform	10 years, except for the cartridge media. No credit issued for complete air cleaner.		
HEPA Air Cleaners 400D, 400R	5 years, except for pre-filter, carbon, & HEPA filter. No credit issued for complete HEPA air cleaner.		
TERSus 1200 & 2000	5 years; lamp - 1 year; filter - not warrantied.	All Components	Approval Required
Dehumidifiers DH75 & DH100	5 years.		
UV Lamp/Purifiers All GeneralAire® and Second Wind™ Brands	5 years, (lamp: 1 year). No credit issued for complete UV air purifier.	Ballast	All components not listed under Returned Components section can be field scrapped.
Controls MHX3C, GFX3, GFX4, DHX3. Water Savor Controller	MHX3C, GFX3, GFX4, DHX3C, Water Savor Controller = 1 year	MHX3, MHX3C, GFX3, GFX4, DHX3, Water Savor Controller	
Fuel Oil Filters General, Gar-Ber, Unifilter®	1 year, except filter cartridge.	All Components	Approval Required
Oil Yeller™ Tray and Alarms	1 year from date of purchase.	Alarms	All components not listed under Returned Components section can be field scrapped.

**Warranties are void if product is not installed by a licensed contractor.**