



General Filters, Inc.

Warranty Coverage 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 return to our offices at: ([www.generalfilters.com / Returns](http://www.generalfilters.com/Returns))

Wholesaler to return only those items listed under returned components column.

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.

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

Product	Limited Warranty Coverage	Returned Components Complete Online RMA Form. Return RMA # With Product. DO NOT SCRAP	Field Scrap Complete Online RMA Form
Elite Series - Fan, Flow Through Humidifiers 1000, 950, 900 & 570	10 years from date of installation, except for Vapor Pad®, orifice and strainer. No credit issued for complete Humidifier.	E2 Humidistat, Motor, Solenoid Valve, Relay Circuit Board	All components not listed under Returned Components section can be field scrapped.
Elite Steam Series DS RS Humidifier Models	2 years from date of installation. Except for cylinder. No credit issued for complete humidifier.	All Components Control modules must have manufacturer's sticker or return will not be accepted.	None Approved
Legacy Series - Fan, Flow Through Humidifiers 1042, 1137, 1099, SL16	5 years from date of installation, except for Vapor Pad®, orifice and strainer. No credit issued for complete Humidifier.	Motor, Solenoid Valve, Relay Circuit Board	All components not listed under Returned Components section can be field scrapped.
Legacy Series - Plate Type, Drum Humidifiers 81, 747L, 65, 800	1 year from date of installation, except for evaporator sleeve/evaporator plate. No credit issued for complete Humidifier.	No Returned Parts Required	All components not listed under Returned Components section can be field scrapped.
AC Series Air Cleaners AC24 & AC22	10 years from date of installation, except for the media. No credit issued for complete Air Cleaner.	No Returned Parts Required	All components not listed under Returned Components section can be field scrapped.
MAC Series Air Cleaners 2000, 1400, 1200, MAC-L, 2020	10 years from date of installation, except for the cartridge media. No credit issued for complete Air Cleaner.	No Returned Parts Required	All components not listed under Returned Components section can be field scrapped.
HEPA Air Cleaner AC500	5 years from date of installation, except for Pre-filter, Charcoal, & HEPA Filter. No credit issued for complete HEPA Air Cleaner.	Motor	All components not listed under Returned Components section can be field scrapped.
TERSus 1200 & 2000	5 years from date of installation; Lamp - 1 Year; Filter - Not warrantied.	All Components	None Approved
GA50 Series Electronic Air Cleaners	5 years from date of installation. No credit issued for complete Air Cleaner.	All Components	None Approved
Energy Recovery Ventilators 3160, 3220	5 year limited warranty on Enthalpy Core; 10 year warranty on ventilation motors; 5 year on all other parts from the date of installation. No credit issued for complete ERV.	All Components	None Approved
Heat Recovery Ventilators 8160, 8220	Lifetime warranty on Poly Core; 10 year warranty on ventilation motors; 5 year warranty on all other parts from the date of installation. No credit issued for complete HRV.	All Components	None Approved
Dehumidifier Models 1300, DH70 & DH95	5 years from date of installation (compressors). 2 years all other parts. No credit issued for complete Dehumidifier.	All Components	None Approved
UV Lamp/Purifiers GUV161, 2000, 2018, 25403, MS24, 100A83, PCO2450, 25403A, MSP180	5 years from date of installation, (lamp: 1 year). No credit issued for complete UV Air Purifier.	Ballast	All components not listed under Returned Components section can be field scrapped.
Humidistats/Dehumidistats MHX3, MHX3C, GFX3, DHX3	MHX3, GFX3, DHX3C = 1 year from date of purchase. E1 = 2 years from date of purchase.	MHX3, MHX3C, GFX3, DHX3	All components not listed under Returned Components section can be field scrapped.
Fuel Oil Filters General, Gar-Ber, Unifilter®	1 year from date of installation, except filter cartridge.	All Components	None Approved
Oil Yeller™ Tray and Alarms	1 year from date of purchase.	Alarms	All components not listed under Returned Components section can be field scrapped.