



**AUTHORIZED DEALER WARRANTY MANUAL  
PROHEAT HEATERS**

**MODELS:** | M-SERIES, X45, AIR A2/A4 &  
HIGH IDLE GOVERNORS

**PROHEAT**

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# General Warranty Statement

## Important Notice

All products described in this warranty manual are subject to the following warranty statement; any deviations and/or exceptions for a particular product will be documented in the section describing the warranty for that particular product. The warranties described in this document cover failure of the Teleflex Canada LP\* products listed herein that are the result of defects in Teleflex Canada LP materials and/or workmanship, under normal use and service. The Teleflex Canada LP warranty is not applicable to failures caused by abuse, neglect, or repair location workmanship.

In addition, this warranty is only valid with respect to products purchased from Teleflex Canada LP and its authorized dealers and resellers and is not transferable.

## Owner's Responsibilities

1. It is the owner's responsibility to service Teleflex Canada LP products based on recommendations made by the manufacturer (Teleflex Canada LP). This servicing is not covered under warranty and may affect warranty coverage.
2. Before the expiration of the warranty, Owner must give notice to a registered Teleflex Canada LP Distributor/Dealer of failures, if any, considered to be warrantable and deliver the defective product to such Distributor/Dealer. Owner is responsible for the cost of all repairs made to the equipment in which Teleflex Canada LP products are installed, other than the Teleflex Canada LP product. Owner is responsible for lodging, meals and incidental costs incurred by the Owner as a result of a warrantable failure. Owner is responsible for "down-time" expenses, and all business costs and losses resulting from a warrantable failure.
3. Teleflex Canada LP is not responsible for incidental or consequential damages.

## Warranty Limitations

THE WARRANTIES SET FORTH HEREIN ARE THE SOLE WARRANTIES MADE BY TELEFLEX CANADA LIMITED PARTNERSHIP IN REGARD TO THE TELEFLEX CANADA LP PRODUCTS. TELEFLEX CANADA LP MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, OR OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

### Items not covered under this warranty

1. Teleflex Canada LP products no longer within the Warranty period.
2. Parts which fail due to: improper installation; inadequate air, fuel or coolant flow; wiring or ground side disconnect switches; shock or vibration.
3. Any progressive damage to the engine or vehicle arising out of failure of the Teleflex Canada LP products.
4. Teleflex Canada LP products which have been modified or use of non-standard parts not approved by the manufacturer.
5. Teleflex Canada LP products that have been abused or damaged.
6. Travel time and/or mileage by a Teleflex Canada LP product Dealer.
7. Towing charges.
8. Diagnosis or repairs when caused by problems not directly related to Teleflex Canada LP products or due to empty fuel tanks, poor fuel quality or poor batteries.
9. Diagnosis or repairs to other components within the vehicle system not supplied by Teleflex Canada LP.
10. Teleflex Canada LP products which have been improperly installed.

\* *Throughout this document references are made to Teleflex and Teleflex Canada LP which are operating names of Teleflex Canada Limited Partnership and as such should be treated the same.*

## Design Improvement

Teleflex Canada LP may make changes or design improvements without incorporating those changes in products previously sold. Teleflex Canada LP warranties do not cover the incorporation of these design improvements. Design improvements are performed at the request and the expense of the customer.

## Labor

Teleflex Canada LP will reimburse labor in accordance with its published Standard Repair Times (SRT) within the published time period to repair the Teleflex Canada LP product listed herein caused by a covered failure.

## Accessories

Accessories supplied, but not manufactured by Teleflex Canada LP shall be covered by the original manufacturer's warranty only and are not subject to this warranty.

**Part Supplied  
By Policy**

Any part supplied by Teleflex Canada LP at no charge (i.e. paid for by warranty or policy) assumes the identity of the part it replaces. If the failed part is no longer under warranty then the new replacement part will not have coverage. Parts supplied at no charge are not covered by Teleflex Canada LP New Replacement Parts Warranty.

**Determination  
of Warranty**

**Teleflex Canada LP reserves the right to examine any failed part to determine validity of warranty claim. If no fault is found the claim will be denied. Warranty claims filed when no part has been replaced are subject to review and possible policy coverage on a claim by claim basis.**



For questions or concerns about Teleflex Canada LP Warranty, contact your nearest Teleflex Canada LP Distributor/Dealer or Teleflex Warranty Department:

**Tel:** 604-270-6899 **Fax:** 604-270-7172 **Email:** warranty@proheat.com

**Heater Warranty  
Registration Card**

A warranty registration card is included with every Proheat heater. This card should be filled out by the dealer installing the Proheat (a sample warranty card is shown below.)

The warranty registration card identifies the owner and the installing dealer. This information will be helpful in tracking warranties; ensuring that the customer receives the best service from their Proheat product representatives.

<b>WARRANTY REGISTRATION CARD</b> <b>LIMITED WARRANTY</b> (PLEASE TYPE OR PRINT)					
<b>CARTE D'ENREGISTREMENT DE GARANTIE</b> <b>GARANTIE LIMITÉE</b> (DACTYLOGRAPHIER OU ÉCRIRE EN LETTRES MOULÉES)		<b>INSTALLED IN TYPE OF VEHICLE</b> <b>TYPE DE VÉHICULE SUR LEQUEL</b> <b>LE RADIATEUR EST INSTALLÉ</b>		Teleflex Canada L.P. 3831 No. 6 Road Richmond, BC, Canada V6V 1P6 Tel: (604) 270-6899 Fax: (604) 270-7172	
<b>HEATER SERIAL NO</b> <b>N° DE SÉRIE DE RADIATEUR.</b> _____		<b>MAKE MARQUE</b> _____			
<b>OPTIONS</b> <input type="checkbox"/> CAB HEAT EXCHANGER ÉCHANGEUR DE CHALEUR DE CABINE <input type="checkbox"/> TIMER MINUTERIE		<b>TYPE</b> _____			
<b>INSTALLER INSTALLATEUR</b> _____		<b>ENGINE MAKE MARQUE DE MOTEUR</b> _____			
		<b>VEHICLE OWNER PROPRIÉTAIRE DU VÉHICULE</b>			
<b>COMPANY NAME NOM DE L'ENTREPRISE</b> _____		<b>NAME NOM</b> _____			
<b>STREET RUE</b> _____		<b>NUMBER NUMÉRO CIVIQUE</b> _____		<b>STREET RUE</b> _____	
<b>CITY VILLE</b> _____		<b>CITY VILLE</b> _____		<b>PROVINCE</b> _____	
<b>STATE/PROVINCE</b> _____		<b>POSTAL CODE CODE POSTAL</b> _____		<b>COUNTRY PAYS</b> _____	
<b>ZIP/POSTAL CODE CODE POSTAL</b> _____		<b>TELEPHONE NO. N° DE TÉLÉPHONE</b> _____			
<b>INSTALLATION DATE DATE DE L'INSTALLATION</b> _____		<b>SIGNATURE OF OWNER DU PROPRIÉTAIRE</b> _____			
<b>SIGNATURE OF INSTALLER SIGNATURE DE L'INSTALLATEUR</b> _____		<small>White Copy • Mail or Fax to Teleflex Canada L.P.          Copie blanche • Envoyer par la poste ou          télécopieur à Teleflex Canada L.P.</small>		<small>Yellow Copy • Installer          Copie jaune • Installateur</small>	
<small>PID # 925928B</small>		<small>Pink Copy • Owner (retain in book)          Copie rose • Propriétaire          (à conserver dans ce manuel)</small>			

Sample Warranty Registration Card for M-Series, X45 and Air Heater A2/A4.



# M-Series, X45 and Air A2/A4 Warranty

## Coverage

Component	Coverage
All parts (exclusive of service parts)	2 years (1 year Marine)
Repair labor based on Standard Repair Time (SRT)	2 years
Service parts including filters, nozzles, lamps and glow plugs	no coverage

- All marine M-Series and X45 installations are covered by a 1 year parts and labor warranty.
- Marine installations of the Air A2/A4 are not approved and therefore not covered by any warranty.

## Start Date

Installed By	Proheat installed In	Warranty Starts On
Authorized Dealer	Truck	Oct 1, if installed between April 1 and Sept. 30
Authorized Dealer	Other than truck	date of installation
OEM	All	date of in service
Purchased across counter	All	date of purchase

The purchaser and installer are advised that specific rules and regulations are in effect with respect to the installation of Auxiliary Diesel-Fired Heaters in marine applications. These rules and regulations are enforced by the Department of Transportation and/or other agencies having jurisdiction. It is the installer's responsibility to review and comply with all such rules and regulations.

In addition each marine installation must be inspected and approved by an Authorized Teleflex Distributor/Dealer. Only those installations which are approved, and so registered, will be eligible for warranty coverage.

## Standard Repair Times (SRT)

The following table lists the SRT warranty repair times for a Diesel-Fired Heater, determine the cause of the problem and replace the faulty component.

### MODEL: M-Series and X-45

Description	Time	Description	Time
Diagnosis, purging the coolant system and function testing . . . . .	0.7 hrs	Spark igniter . . . . .	0.3 hrs
Proheat Control Module . . . . .	0.3 hrs	Flame Sensor . . . . .	0.3 hrs
Coolant Pump . . . . .	0.3 hrs	Fuel Regulator . . . . .	0.3 hrs
Compressor: X45 . . . . .	0.3 hrs	Overheat breaker . . . . .	0.3 hrs
Compressor: M-Series . . . . .	0.5 hrs	Main (internal) Harness . . . . .	0.3 hrs
Fuel Pump . . . . .	0.3 hrs	Thermostat, sleeper . . . . .	0.3 hrs
Ignition Coil . . . . .	0.3 hrs	Power, switch or sleeper harness . . .	0.3 hrs
Rubber Isolator (replace all four) . . .	0.3 hrs	Timer, 7-Day . . . . .	0.3 hrs
Temperature sensor . . . . .	0.3 hrs	FDU (Fuel Delivery Unit): M-Series . .	0.5 hrs
Blower Motor: X45 . . . . .	0.3 hrs	Gaining access to Proheat when applicable (e.g. trucks with side fairings) . . . . .	0.5 hrs
Blower Motor: M-Series . . . . .	0.5 hrs		

**Standard Repair Times (SRT)**

The following table lists the SRT warranty repair times for the Air Heater A2 and A4 models, to determine the cause and replace the faulty component.

A maximum of 0.5 hrs is allowed for system diagnosis and final functional testing.

Repair times exceeding 1.5 hrs require authorization.

**MODEL: Air Heater A2 and A4**

Description	Time	Description	Time
System Diagnosis & function testing	. 0.5 hrs	Heater removal and reinstallation	. . 0.5 hrs
<b>HEATER INSTALLED:</b>		<b>HEATER REMOVED:</b>	
Glow plug	. . . . . 0.1 hrs	Control board	. . . . . 0.2 hrs
Fuel pump	. . . . . 0.2 hrs	Blower	. . . . . 0.2 hrs
Switch timer	. . . . . 0.1 hrs	Motor assembly	. . . . . 0.35 hrs
Exhaust pipe	. . . . . 0.1 hrs	Combustion chamber	. . . . . 0.5 hrs
Combustion air intake (silencer)	. . . 0.1 hrs	Wiring harness	. . . . . 0.2 hrs
Overheating/ Temp sensor	. . . . . 0.25 hrs		
Flame indicator/sensor	. . . . . 0.1 hrs		

**New Replacement Parts Warranty for M-Series, X45 and Air Heater A2/A4**

New replacement parts are afforded warranty considerations and limitations by Teleflex for all Teleflex products included herein. Coverage and warranty start date are as follows.

**Coverage**

Product	Coverage
Parts (exclusive of service parts)	90 days
Labor based on SRT (Authorized Service Center only)	90 days
Service parts including: filters, switches, lamps, belts, hosing, fuses, nozzles and glow plugs	no coverage

**Start Date**

Installed By	Warranty Starts On
Authorized Dealer	date of installation
Purchased across counter	date of purchase

Any installation related components, materials and/or workmanship not supplied by Teleflex are not covered under the Teleflex warranty.



## High Idle Governor Warranty

### Coverage

Product	Coverage
TR1001	1 Year
TR1002	1 Year
TR1241	1 Year
TR1242	1 Year
<i>Repair labor based on Standard Repair Times (SRT)</i>	

High Idle Governor Warranty does not include readjustments made to the Governor.

### Start Date

Installed By	Warranty Starts On
Authorized Dealer	date of purchase

### Standard Repair Times (SRT)

The following tables list the SRT Warranty repair times for the Teleflex High Idle Governor to determine the cause of the problem and replace the faulty component

#### MODEL: High Idle Governor

Description	Time	Description	Time
Re & Re Governor . . . . .	1.0 hr		

## New Replacement Parts Warranty for High Idle Governors

New replacement parts are afforded warranty considerations and limitations by Teleflex Canada LP for all Teleflex High Idle Governors. Coverage and warranty start dates are as follows.

### Coverage

Product	Coverage
Parts (exclusive of service parts)	90 days
Labor based on SRT (Authorized Service Center only)	90 days
Service parts including: filters, switches, lamps, belts, hosing, fuses, nozzles.	no coverage

### Start Date

Installed By	Warranty Starts On
Authorized Dealer	date of installation
Purchased across counter	date of purchase

Any installation related components, materials and/or workmanship not supplied by Teleflex Canada LP are not covered under the Teleflex warranty



## Warranty Claim Procedure

**Note:** Teleflex Dealers should file warranty claims with their Authorized Proheat Distributor, not directly with Teleflex. It is the Distributor's responsibility to file the claim with Teleflex. Only dealers that have an account with Teleflex may file a claim directly.

1. Teleflex supplies Return Goods Authorization (RGA) forms and claim tags to all Proheat dealers.
2. Complete all sections of the Warranty Claim Form and provide your dealer work order form with the following information (see sample claim form on next page).
  - a. Date at time of completing form
  - b. Serial Number
  - c. Distributor's or Dealer's claim number
  - d. Installers name
  - e. Owner's name, address, or copy of warranty card
  - f. Original date of product installation
  - g. Date of failure
  - h. A full description of your findings
  - i. Part numbers and standard repair times
  - j. Labor rate

**Any work outside SRT requires prior written approval by warranty administration. Approval must be noted on the claim.**

### MAIL COMPLETED FORMS TO

Teleflex Canada L.P.  
Attn: Warranty Department  
3831 No. 6 Road,  
Richmond, BC V6V 1P6

## Warranty Parts Procedure

1. Teleflex dealers must call the warranty administrator at 604-270-6899 to determine if the parts need to be returned at the time of issuing the RGA.
  - a. Distributors must tag the parts and place on a shelf. Teleflex reserves the right to inspect the warranty parts within the three month period at the dealer location. If the dealer does not hear from Teleflex within the three months, they can dispose of the part.
  - b. Teleflex reserves the right to request the part at the time of issuing the RGA or within a three (3) month period of the claim date.
  - c. If Teleflex does ask for the part to be returned, the warranty administrator will provide a freight carrier and a freight account number for the part to be shipped.
  - d. Failure to follow these instructions will result in Freight, Duty and Brokerage Fees (all) if applicable being charged to the shipper.
2. Credit for warrantable parts will be issued within 3 weeks of the warranty administrator receiving the documents.
3. All claims and parts must be forwarded to Teleflex no later than 30 days after completion of repairs. Claims submitted after 30 days will be denied.
4. The Authorized Dealer Warranty Manual is the valid document for terms/ conditions and SRT times. If you require additional copies please order through Customer Service, ask for Part # SL9068.
5. All parts replaced under warranty become the property of Teleflex.
6. Part(s), if requested must be returned. If you fail to return requested part(s), you will be billed at dealer net for the part(s).
7. If not advised of a request to return part(s) within 90 days, you may dispose of part(s) (except for major assemblies) in any appropriate manner so as to ensure that they are not repaired or reused and are disposed of in accordance with environmental rules and regulations that may apply.
8. Requested parts will be subject to inspections, testing and failure analysis. If it is determined that a part or an assembly exhibits no failure, or is otherwise not eligible for warranty coverage, the warranty claim will be rejected. If the claim has already been processed and paid, the dealer account will be debited for the entire amount of the claim including parts and labor.



# Warranty Claim Form

## Warranty Claim Form



RETURN AUTHORIZATION NO: (RGA)	PRODUCT SERIAL NO: <i>b</i>	DATE: <i>a</i>
--------------------------------	-----------------------------	----------------

DISTRIBUTOR NAME & REFERENCE NO: <i>c</i>
---

INSTALLER NAME: <i>d</i>
--------------------------

DEALER NAME:	
ADDRESS:	
CITY:	STATE:
ZIP:	TEL:

OWNER'S NAME:	
ADDRESS: <i>e</i>	
CITY:	STATE:
ZIP:	TEL:

DATE OF PURCHASE: <i>f</i>	DATE OF FAILURE: <i>g</i>
----------------------------	---------------------------

CAUSE OF FAILURE:
_____
_____ <i>h</i>
_____
_____
_____
_____

### PARTS USED FOR REPAIRS

QTY	PART NO & DESCRIPTION	SRT (hr)	COST \$
			.
		<i>i</i>	.
			.
			.
			.
			.
			.
			.
			.
			.
			.

CORRECTIVE ACTION:
_____
_____
_____
_____
_____
_____

TOTAL SRT	
TOTAL PARTS	.
TOTAL SRT x LABOR	.
GRAND TOTAL	.

LABOR RATE: <i>j</i>
\$ / hr

Please review instructions on reverse side of this form for proper claim processing.  
White copy shipped with product, Yellow copy for your records



3831 No.6 Road  
Richmond, BC  
Canada V6V 1P6

Tel: 604-270-6899  
Fax: 604-270-7172  
Web: [www.proheat.com](http://www.proheat.com)



PID# 932423C-1

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# Teleflex®

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**[www.proheat.com](http://www.proheat.com)**



Designed and Manufactured  
in North America



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QMS-Global

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Printed in Canada 02-10 PID# SL9068J