

THE HEATEC COMMITMENT

HEATEC IS COMMITTED to providing users of products we make with the best possible experience and satisfaction for the life of those products. To that end we provide expert assistance in choosing the product most suitable for your application.

Our experienced engineering and skilled manufacturing people design and build the product to the best of their ability using the latest technology in our industry.

We perform quality checks on the products to the maximum extent practical before our products are shipped.

We offer installation and startup service to ensure that the products will perform as intended.

Thereafter, if problems occur, we offer product support to help you fix them either by phone or by having our experienced technicians come to your facility.

When things go wrong

Despite all our efforts, things sometimes go wrong with a product you purchased from us. When this happens, you need to know the easiest and fastest way to get the product fixed.

You need to know who to call and what help you can expect. So, please read the following information carefully. It can save you time and reduce frustrations if you have a problem.

First, review your warranty

Your first step is to determine when you purchased the product and, if possible, its serial number. Then read the Heatec warranty shown in this document. Determine from the

warranty if the problem is one that Heatec will fix under warranty at no charge.

You could find that it is out of warranty and that you will be expected to pay for parts and service.

When to report a problem

If you detect that something is not working right while a product is still under warranty, report the problem immediately and establish a claim. Be sure to do this even if your working schedule makes it impractical to fix the problem at that time. (Keep a record of the claim.)

Then, if you undertake to fix the problem a short time later, after your warranty has expired, you stand a better chance of getting it fixed under warranty. It depends on the management policies of the vendors affected.

You should not expect to get the benefit of a warranty if you had problems with a part while it was in warranty, but did nothing until after the warranty expired.

Parts we did not make

Parts not made by Heatec are covered by separate warranties from their manufacturers. Consequently, they are *not* covered under our warranty. As you would expect, the warranties and procedures for such parts will vary with the manufacturer.

Even though our warranty does not cover such parts we still have a strong interest in your satisfaction. If necessary we will intervene to help you resolve any problem you have with a non-Heatec part.

Moreover, if you have *any* problem during the *life* of Heatec products we will help you deter

mine the cause of the problem and resolve it no matter who made the parts involved. In some circumstances we will ship you a new replacement part and assist you with any warranty coverage you are entitled to from the parts manufacturer.

Replacing defective parts

If you have a major component that malfunctions because of a broken or defective part, we may be able to fix the problem by replacing only the broken or defective part instead of the entire unit. We reserve the right to do that when we determine that doing so provides a satisfactory solution that *will not put an undue burden on you*.

For example, if a new asphalt pump locks up at startup of a new plant because of foreign material in piping, a satisfactory solution may be to remove the foreign material and replace only damaged parts, such as the rotor. This could minimize disruption of the startup and avoid extensive dismantling of piping.

How to get help at Heatec

When you need help from Heatec, call our switchboard. Ask for our *Service* department if you need technical assistance. Ask for our *Parts* department if you need parts.

The toll-free number for our office switchboard is 1-800-235-5200. The regular number

for our switchboard is 423-821-5200. Our FAX number is 423-821-7673. Our normal business hours are 8:00 AM to 5:00 PM, Monday through Friday, except on national holidays.

If you call our switchboard after normal business hours you can choose either parts or service. Your choice will connect you to a live operator with our answering service. If you need immediate help, the answering service operator will try to reach either a Heatec service technician or parts technician per your choice. In all cases, the operator will relay your message by FAX to either our service department or parts department the next business day and a technician will contact you without delay.

And don't forget the help we now offer on the internet at Heatec.com. We have posted a series of documents called Tech-Notes that can help you resolve numerous issues. It's available 24-7. You get printed copies of these documents with your products, but you might find newer or updated versions on the internet.

These documents have clearly written instructions, photographs and drawings that most people find easier to follow than phone explanations from a technician. In any case reviewing applicable documents before you call can make phone discussions much easier to understand.

HEATEC WARRANTY

Heatec, a subsidiary of Astec Industries, warrants each new piece of equipment or part manufactured by us to be free from defective material and workmanship for its normal use and service. We warrant our equipment and parts for a period of one year after shipment of such equipment to the original purchaser. However, if purchaser requests delayed shipment when notified that the equipment is ready to ship, warranty is from time of first notification.

Our obligation under this warranty is limited to replacing defective parts at our factory. Defective parts must be returned to our factory with transportation charges prepaid. We will replace only those parts that we judge, as a result of examinations we make at the factory, to be defective. Exceptions to the warranties are as follows:

Heatec warrants helical coils in our HCS and HCI *thermal fluid* heaters for three years.

Heatec warrants helical coils in our HC and HCM heaters for five years.

Heatec makes no warranty on refractory materials.

We do not warrant any equipment that has, in our judgement, been repaired or altered outside our factory in a way that affects its stability or reliability. Neither do we warrant any equipment that has been misused, neglected, accidentally damaged, or subjected to conditions contrary to our recommendations.

Parts and equipment produced by other companies are covered by separate warranties from their manufacturers. Such items include motors, motor starters, pumps, mixers, mills, scales, pump seals, valves, pressure regulators, solenoids, electronic drives, pressure differential switches, temperature sensing switches, flame scanners, gauge boards, modulating actuators, electronic displays, pressure transmitters, radar sensors and other electronic controls and instrumentation. Because such items are covered by separate warranties they are not included in the Heatec warranty.

We reserve the right to change or improve our products at any time without any obligation to make changes or improvements to equipment previously sold.

This warranty is expressly in lieu of any other warranties, including any implied warranty of merchantability or any implied warranty of fitness for a particular purpose on any product manufactured by Heatec. Heatec shall not be liable for any consequential damages for breach of any written or implied warranty on any of our products.



HEATEC
an Astec company