

# TWO YEAR LIMITED WARRANTY SUBURBAN RECREATIONAL VEHICLE FURNACE

## TWO YEAR LIMITED WARRANTY

This Suburban product is warranted to the original purchaser to be free from defects in material and workmanship under normal use and maintenance for a period of two years from date of purchase whether or not actual use begins on that date. It is the responsibility of the consumer/owner to establish the warranty period. Suburban does not use warranty registration cards for its standard warranty. You are required to furnish proof of purchase date through a Bill of Sale or other payment records.

Suburban will replace any parts that are found defective within the first two years and will pay a warranty service allowance directly to the recommended Suburban Service Center at rates mutually agreed upon between Suburban and its recommended service centers. Replacement parts will be shipped FOB the shipping point within the Continental United States, Alaska and Canada to the recommended service center performing such repairs. All freight, shipping and delivery cost shall be the responsibility of the owner. The exchanged part or unit will be warranted for only the unexpired portion of the original warranty. Before having warranty repairs made, confirm that the service agency is a recommended service center for Suburban. DO NOT PAY THE SERVICE AGENCY FOR WARRANTY REPAIRS; SUCH PAYMENTS WILL NOT BE REIMBURSED.

For warranty service, the owner/user should contact the nearest recommended Suburban Service Center, advising them of the model and serial numbers (located on the furnace) and the nature of the defect. Transportation of the RV to and from the Service Center and/or travel expenses of the Service Center to your location is the responsibility of the owner/user. A current listing of recommended service centers may be obtained from Suburban's website, [www.rvcomfort.com](http://www.rvcomfort.com). If you cannot locate a recommended service center locally, the service agency chosen to perform warranty repairs must contact our Service Department at 423-775-2131 for authorization before making repairs. Unauthorized repairs made will not be paid by Suburban.

## THREE YEAR LIMITED WARRANTY ON HEAT EXCHANGER

The furnace heat exchanger is further warranted to be free from defects in material and workmanship during the third through fifth year after the date of original purchase. A replacement heat exchanger will be provided under the same conditions as stated in the two year warranty EXCEPT no labor reimbursement will be provided.

## LIMITATION OF WARRANTIES

ALL IMPLIED WARRANTIES (INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY) ARE HEREBY LIMITED IN DURATION TO THE PERIOD FOR WHICH EACH LIMITED WARRANTY IS GIVEN. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THE EXPRESSED WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER OR OTHER PERSON WHOMSOEVER.

## SUBURBAN WILL NOT BE RESPONSIBLE FOR:

1. Normal maintenance as outlined in the installation, operating and service instructions owner's manual including cleaning of component parts; such as, orifices and burners.
  2. Initial checkouts and subsequent checkouts which indicate the furnace is operating properly, or diagnosis without repair.
  3. Damage or repairs required as a consequence of faulty or incorrect installation or application not in conformance with Suburban instructions.
  4. Failure to start and/or operate due to loose or disconnected wires; water or dirt in controls, fuel lines and gas tanks; restriction or alteration of return air circulation; low voltage.
  5. Routine adjustments that may be required to the thermostat, electrode and burner.
  6. Costs incurred in gaining access to the furnace.
  7. Parts or accessories not supplied by Suburban.
  8. Freight charges incurred from parts replacements.
  9. Damage or repairs needed as a consequence of any misapplication, abuse, unreasonable use, unauthorized alteration, improper service, improper operation or failure to provide reasonable and necessary maintenance.
  10. Suburban products whose serial number has been altered, defaced or removed.
  11. Suburban products installed or warranty claims originating outside the Continental U.S.A., Alaska, Hawaii and Canada.
  12. Damage as a result of floods, winds, lightning, accidents, corrosive atmosphere or other conditions beyond the control of Suburban.
  13. ANY SPECIAL, INDIRECT OR CONSEQUENTIAL PROPERTY, ECONOMIC OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.
- NO REPRESENTATIVE, DEALER, RECOMMENDED SERVICE CENTER OR OTHER PERSON IS AUTHORIZED TO ASSUME FOR SUBURBAN MANUFACTURING COMPANY ANY ADDITIONAL, DIFFERENT OR OTHER LIABILITY IN CONNECTION WITH THE SALE OF THIS SUBURBAN PRODUCT.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### IF YOU HAVE A PRODUCT PROBLEM

#### FIRST:

If your RV has its original furnace and is still under the RV manufacturer's warranty, follow the steps suggested by your dealer or manufacturer of the RV.

#### SECOND:

Contact a conveniently located recommended Suburban Service Center. Describe to them the nature of your problem, make an appointment, if necessary, and provide for delivery of your RV to the selected service center.

#### THIRD:

For the location of the nearest service center, refer to the listing provided or contact:

Suburban Manufacturing Company  
Customer Service Department  
676 Broadway Street  
Dayton, Tennessee 37321  
(423) 775-2131, Ext. 7101  
[www.rvcomfort.com](http://www.rvcomfort.com)

For future reference, you should record the following information

MODEL NUMBER \_\_\_\_\_

SERIAL NUMBER \_\_\_\_\_

STOCK NUMBER \_\_\_\_\_

DATE OF PURCHASE \_\_\_\_\_

## TWO YEAR LIMITED WARRANTY SUBURBAN RECREATIONAL VEHICLE WATER HEATER

### TWO YEAR LIMITED WARRANTY

This Suburban product is warranted to the original purchaser to be free from defects in material and workmanship under normal use and maintenance for a period of two years from date of purchase whether or not actual use begins on that date. It is the responsibility of the consumer/owner to establish the warranty period. Suburban does not use warranty registration cards for its standard warranty. You are required to furnish proof of purchase date through a Bill of Sale or other payment records.

Suburban will replace any parts that are found defective within the first two years and will pay a warranty service allowance directly to the recommended Suburban Service Center at rates mutually agreed upon between Suburban and its recommended service centers. Replacement parts will be shipped FOB the shipping point within the Continental United States, Alaska and Canada to the recommended service center performing such repairs. All freight, shipping and delivery costs shall be the responsibility of the owner. The exchanged part or unit will be warranted for only the unexpired portion of the original warranty. Before having warranty repairs made, confirm that the service agency is a recommended service center for Suburban. DO NOT PAY THE SERVICE AGENCY FOR WARRANTY REPAIRS; SUCH PAYMENTS WILL NOT BE REIMBURSED.

Suburban reserves the right to examine the alleged defect in the water heater or component parts, and it is the owner's obligation to return the water heater and/or component parts to Suburban or its representative. When returning a water heater, it must include all component parts and the serial number plate. Returned component parts must be individually tagged and identified with the water heater's model number, serial number and date of installation. For warranty service, the owner/user should contact the nearest recommended Suburban Service Center, advising them of the model and serial numbers (located on the water heater) and the nature of the defect. Transportation of the RV to and from the Service Center and/or travel expenses of the Service Center to your location is the responsibility of the owner/user. A current listing of recommended service center may be obtained from Suburban's website: [www.rvcomfort.com](http://www.rvcomfort.com). If you cannot locate a recommended service center locally, the service agency chosen to perform warranty repairs must contact our Service Department at 423-775-2131 for authorization before making repairs. Unauthorized repairs made will not be paid by Suburban.

### THREE YEAR LIMITED WARRANTY ON TANK

The Inner tank is further warranted to be free from defects in material and workmanship during the third year after the date of original purchase. A replacement water heater will be provided under the same conditions as stated in the two year warranty EXCEPT no labor reimbursement will be provided.

### LIMITATION OF WARRANTIES

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### SUBURBAN WILL NOT BE RESPONSIBLE FOR:

1. Normal maintenance as outlined in the installation, operating and service instructions owner's manual including cleaning of component parts and cleaning or replacement of the burner orifice. Any water damage arising, directly or indirectly, from any defect in the water heater or component parts or from its use.
2. Initial checkouts and subsequent checkouts which indicate the water heater is operating properly, or diagnosis without repair.
3. Damage or repairs required as a consequence of faulty or incorrect installation or application not in conformance with Suburban instructions.
4. Failure to start and/or operate due to loose or disconnected wires; water or dirt in controls, fuel lines and gas tanks; improper gas pressure; low voltage.
5. Cleaning or adjustment of components; electrode, burner tube, pilot and thermocouple.
6. Costs incurred in gaining access to the water heater.
7. Parts or accessories not supplied by Suburban.
8. Freight charges incurred from parts replacements.
9. Damage or repairs needed as a consequence of any misapplication, abuse, unreasonable use, unauthorized alteration, improper service, improper operation or failure to provide reasonable and necessary maintenance.
10. Suburban products whose serial number has been altered, defaced or removed.
11. Suburban products installed or warranty claims originating outside the Continental U.S.A., Alaska, Hawaii and Canada.
12. Damage as a result of floods, winds, lightning, accidents, corrosive atmosphere or other conditions beyond the control of Suburban.
13. ANY SPECIAL, INDIRECT OR CONSEQUENTIAL PROPERTY, ECONOMIC OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you. NO REPRESENTATIVE, DEALER, RECOMMENDED SERVICE CENTERS OR OTHER PERSON IS AUTHORIZED TO ASSUME FOR SUBURBAN MANUFACTURING COMPANY ANY ADDITIONAL, DIFFERENT OR OTHER LIABILITY IN CONNECTION WITH THE SALE OF THIS SUBURBAN PRODUCT. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### IF YOU HAVE A PRODUCT PROBLEM

#### FIRST:

If your RV has its original water heater and is still under the RV manufacturer's warranty, follow the steps suggested by your dealer or manufacturer of the RV.

#### SECOND:

Contact a conveniently located recommended Suburban Service Center. Describe to them the nature of your problem, make an appointment, if necessary, and provide for delivery of your RV to the selected service center.

#### THIRD:

For the location of the nearest Service Center, refer to the listing provided or contact:

Suburban Manufacturing Company  
Customer Service Department  
676 Broadway Street  
Dayton, Tennessee 37321  
(423) 775-2131, Ext. 7101  
[www.rvcomfort.com](http://www.rvcomfort.com)

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MODEL NUMBER \_\_\_\_\_

SERIAL NUMBER \_\_\_\_\_

STOCK NUMBER \_\_\_\_\_

DATE OF PURCHASE \_\_\_\_\_

# LIMITED WARRANTY

## SUBURBAN RECREATIONAL VEHICLE COOKING APPLIANCE

### TWO YEAR LIMITED WARRANTY

This Suburban product is warranted to the original purchaser to be free from defects in material and workmanship under normal use and maintenance for a period of two years from date of purchase whether or not actual use begins on that date. All porcelain parts, including top burner grates, are warranted as commercially acceptable only as of the date the product was manufactured. It is the responsibility of the consumer/owner to establish the warranty period. Suburban does not use warranty registration cards for its standard warranty. You are required to furnish proof of purchase date through a Bill of Sale or other payment records.

Suburban will replace any parts that are found defective within the first two years and will pay a warranty service allowance directly to the recommended Suburban Service Center at rates mutually agreed upon between Suburban and its recommended service centers. Replacement parts will be shipped FOB the shipping point within the Continental United States, Alaska and Canada to the recommended service center performing such repairs. All freight, shipping and delivery costs shall be the responsibility of the owner. The exchanged part or unit will be warranted for only the unexpired portion of the original warranty. Before having warranty repairs made, confirm that the service agency is a recommended service center for Suburban. **DO NOT PAY THE SERVICE AGENCY FOR WARRANTY REPAIRS; SUCH PAYMENTS WILL NOT BE REIMBURSED.**

Suburban reserves the right to examine the alleged defect in the range appliance or component parts, and it is the owner's obligation to return the range appliance and/or component parts to Suburban or its representative. When returning a range appliance, it must include all component parts and the serial number plate. Returned component parts must be individually tagged and identified with the range appliance's model number, serial number and date of installation.

For warranty service, the owner/user should contact the nearest recommended Suburban Service Center, advising them of the model and serial numbers (located underneath the main top) and the nature of the defect. Transportation of the RV to and from the Service Center and/or travel expenses of the Service Center to your location is the responsibility of the owner/user. A current listing of recommended service center may be obtained from Suburban's website: [www.rvcomfort.com](http://www.rvcomfort.com). If you cannot locate a recommended service center locally, the service agency chosen to perform warranty repairs must contact our Service Department at 423-775-2131 for authorization before making repairs. Unauthorized repairs made will not be paid by Suburban.

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1. Normal maintenance as outlined in the installation, operating and service instructions owner's manual including cleaning of component parts and cleaning or replacement of the burner orifice.
2. Initial checkouts and subsequent checkouts which indicate the range appliance is operating properly, or diagnosis without repair.
3. Damage or repairs required as a consequence of faulty or incorrect installation or application not in conformance with Suburban instructions.
4. Any damage (cracks, chips, scratches, etc.) to any painted or porcelain enamel parts.
5. Failure to operate due to loose or disconnected wires; water or dirt in controls, fuel lines and gas tanks; improper gas pressure; low voltage.
6. Cleaning or adjustment of components; electrode, burner tube, pilot and thermocouple.
7. Costs incurred in gaining access to the range appliance.
8. Parts or accessories not supplied by Suburban.
9. Freight charges incurred from parts replacements.
10. Damage or repairs needed as a consequence of any misapplication, abuse, unreasonable use, unauthorized alteration, improper service, improper operation or failure to provide reasonable and necessary maintenance.
11. Suburban products whose serial number has been altered, defaced or removed.
12. Suburban products installed or warranty claims originating outside the Continental U.S.A., Alaska, Hawaii and Canada.
13. Damage as a result of floods, winds, lightning, accidents, corrosive atmosphere or other conditions beyond the control of Suburban.
14. Any special, indirect or consequential property, economic or commercial damage of any nature whatsoever. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

NO REPRESENTATIVE, DEALER, RECOMMENDED SERVICE CENTER OR OTHER PERSON IS AUTHORIZED TO ASSUME FOR SUBURBAN MANUFACTURING COMPANY ANY ADDITIONAL, DIFFERENT OR OTHER LIABILITY IN CONNECTION WITH THE SALE OF THIS SUBURBAN PRODUCT.

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### IF YOU HAVE A PRODUCT PROBLEM

#### FIRST:

If your RV has its original range appliance and is still under the RV manufacturer's warranty, follow the steps suggested by your dealer or manufacturer of the RV.

#### SECOND:

Contact a conveniently located recommended Suburban Service Center. Describe to them the nature of your problem, make an appointment, if necessary, and provide for delivery of your RV to the selected service center.

#### THIRD:

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