Carlson
HEAT EXCHANGER

37 Tolland Rd. – PO Box 70
Rollinsville, CO 80474

www.carlsonhx.com

Phone: 303-431-1180
Fax: 303-431-1937

Warranty Policy

Carlson Heat Exchanger will warranty its products for one year after purchase from defects in workmanship and materials under normal use and service and when properly installed. While most issues due to defects in workmanship and materials will show within a one year time period, additional warranty terms may be purchased at additional cost. Carlson Heat Exchanger's obligation under this agreement is limited solely to repair or replacement, at its option, at its facility, of any part or parts thereof, returned to Carlson Heat Exchanger with transportation charges prepaid, which examination shall disclose to Carlson Heat Exchanger's satisfaction to have been defective. Carlson Heat Exchanger assumes no responsibility for incidental, consequential, or other damages including, but not limited to, loss or damage to property, loss of profits or revenue, loss of the unit, loss of time, or inconvenience. Carlson Heat Exchanger's obligation to repair or replace shall not apply to any unit which has been repaired or altered outside of its facility in any way, or which has been subject to negligence, to misuse, to water/steam hammer, to corrosion due to incompatible fluid solutions, or to pressures in excess of stated limits. Carlson Heat Exchanger's agreement hereunder runs only to the immediate purchaser from Carlson Heat Exchanger or authorized reseller, and does not extend, expressly or by implication, to any other person or entity.

Installation

Carlson Heat Exchangers should be plumbed in a counter flow manner to ensure the most efficient heat transfer. When dissimilar metals are plumbed to the heat exchanger, it is recommended that dielectric unions be used to reduce galvanic corrosion. In any application where the heat exchanger is plumbed to any quick acting valve or valves (dishwasher, sprayer or spray system, faucets, showers, ball cocks, etc.), long straight runs of pipe should be avoided, and an appropriately sized water hammer arrestor is required as close to the valve(s) as possible.

In any steam application, a steam trap is required and must completely drain condensate at saturation temperature under all load conditions. Steam traps should be installed at least 15 inches below the condensate outlet of the heat exchanger, and the heat exchanger should be oriented so that condensate can freely flow out. A positive differential must be assured under all possible conditions to ensure complete condensate drainage. Where the trap drains into a pressurized return line or to an overhead return, a check valve should be installed after the trap to prevent backflow through the trap when the steam is off. Lifts in the return piping should be avoided wherever possible.

Returns

To return a heat exchanger to our facility, a Return Merchandise Authorization (RMA) number must be acquired by contacting us by email or phone. The model, serial number, and a detailed description of the problem will need to be noted by us before the RMA number can be assigned. The RMA number should be indicated on the outside packaging of the returned unit. The unit should be firmly packed in protective foam or paper and sent to our facility, shipping costs prepaid. Carlson Heat Exchanger is not responsible for any damage incurred in the return shipment. We understand that units may be installed in systems that can be affected by down time, and we will try to accommodate these installations with a needed replacement as soon as possible. However, we can not provide any type of credit for any unit without first evaluating it at our facility. Restocking charge is 25%.