



Ventech 

Student Transportation

**PRODUCT REPLACEMENT
WARRANTY DOCUMENT**

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2. Purpose

The purpose of this document is to provide the Customer with specific “how to proceed” instructions for product defects within the STUDENT TRANSPORTATION PRODUCTS limited warranty period.

This Document provides the policies and procedures to follow for STUDENT TRANSPORTATION PRODUCTS warranty claims and reimbursement. Use the appendices to reference specific documentation needed to properly complete a warranty claim.

This Document is available via the Ventech website. <http://www.Ventechlhg.com>. A Customer may request a copy of this document at any time using the following means of contact.

Ventech, LLC. (herein after referred to as Ventech)
Phone: (248) 863-5226
Email: sales@VentechLHG.com

Via Mail:

Ventech, LLC.
28389 Beck Rd, Unit J2
Wixom, MI 48393
Attn: Technical Support

3. Policies

- **Warranty Policy Overview**

Ventech’s warranty is limited to product replacement only.

Ventech warrants products manufactured or supplied by Ventech, subject to qualifications indicated below. Ventech warrants these products for the period set forth, to be free from defects in workmanship and material, provided such products are installed, operated, and maintained in accordance with Ventech STUDENT TRANSPORTATION PRODUCTS specific written instructions.

Ventech STUDENT TRANSPORTATION PRODUCTS require qualified and/or professional installation and repair technicians. Warranty shall be void if not installed by a certified or trained technician who has been provided with the technical information, tools and equipment required to properly complete the necessary installation/repairs.

THIS WARRANTY IS NON-TRANSFERRIBLE. IMPLIED WARRANTIES INCLUDING THAT OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO THE DURATION OF THIS WARRANTY. THE LIMITATION ON THE DURATION OF IMPLIED WARRANTIES MAY VARY IN VARIOUS STATES OF THE UNITED STATES AND AMONG CANADIAN PROVINCES.

- **Warranty Period**

Ventech LLC warrants its STUDENT TRANSPORTATION PRODUCTS against defects in material and workmanship for fifteen (15) months from Ventech factory shipment, or twelve (12) months effective at the time of End User receipt of delivery, or 2000 operating hours, whichever is the sooner.

Warranty Replacement Parts are covered for six (6) months or the remainder of the original warranty period, whichever is longer. Replacement LHG supplemental heaters are considered a “Replacement Part.”

- **What is NOT covered by the Warranty**

Ventech specifically excludes and limits warranty from the following:

- Normal wear of service parts
- Damage to product in transit. All claims must be filed with carrier.
- Improper installation, not in accordance with supplied installation instructions or approved OEM applications.
- Deterioration due to normal wear, corrosion, abuse, damage, accident, improper storage, or operation.
- Modification of product by alteration, use of non-genuine parts or repaired by unauthorized personnel.
- Coolant hoses, coolant hose couplers, clamps.
- Damage caused by improper coolant*.
- Diagnosis or repairs when caused by problems not directly related to Ventech products.
- Packaging and Shipping costs, to and from repair / replacement location.
- Travel time and/or mileage by Ventech representative to investigate/diagnose warranty issue.
- Any onsite / field labor costs associated with the warranty claim.

* Please reference the product-related specification documents for proper coolant selection.

- **Customer Responsibilities**

The intent of the Ventech warranty is to protect the Customer from product defects and provide free repair or replacement of defective parts in the manner provided herein. During the warranty period the exclusive remedy will be for Ventech, at their discretion, to repair or replace those STUDENT TRANSPORTATION PRODUCTS parts which are demonstrated to be defective in material or workmanship.

The Ventech warranty is to be administered and serviced by Ventech personnel, or a Ventech Authorized representative in accordance with the Ventech warranty policy or contractual agreement between Ventech and a second party.

This warranty gives the product owner specific legal rights and may also have other rights which vary by State or Province.

4. Procedures

- **Procedure for Performing Warranty Work**

Any part replaced under warranty must be tested or inspected to confirm that it is defective. All parts claimed to be under warranty must be returned to Ventech for in-house testing and diagnosis, without exception.

Step 1. Customer to complete one Warranty Claim Form per claimed product and email or fax to Ventech. Warranty claims must be submitted within 5 business days from the date of suspected defect.

Step 2. Subject to initial review by Ventech, Ventech assigns an RMA # and provides instructions to return defective product via email (as provided on the Warranty Claim Form).

Step 3. Customer immediately returns defective product to Ventech. No Warranty claims will be processed without the return of defective product. If Customer requires a replacement part immediately, Customer will issue a Purchase Order to Ventech, only billable should the claim be rejected.

Step 4. Ventech inspects/tests product to determine (if any) failure and to determine warranty eligibility.

Step 5. Ventech takes action based on determination and replaces/repairs product if applicable. These actions include documentation of any inspection and test. Ventech will process approved claims or product returned for evaluation within 5 days of receipt at Ventech, Wixom, Michigan. Defective parts must be properly tagged for identification of customer.

- **Return Materials Authorization (RMA)**

Ventech warranty / returns department will provide the Customer with an RMA number and shipping instructions.

The RMA number must be prominently displayed on the shipping package and referenced on all correspondence pertaining to the returned product.

To contact the Ventech warranty / returns department, call (248) 863 5226

- **Declined Claims:**

If a claim is declined, the Customer will be properly notified outlining the reason for non-approval.

**Download / Complete
Warranty Documents Here:**

Short url: <https://qrco.de/bcl4dt>

