

Category: Warranty

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Description: **Heater Warranty Policy / Operating Hours**

Overview

This document summarizes the current heater warranty policy in reference to heater operating hours versus the working hours. The example diagnostic report highlights the correct hours to document when properly submitting a warranty claim. The use of the working hours when submitting a warranty claim will result in immediate claim denial.

Webasto warrants their heaters and heater kits against defects in material and workmanship for two (2) years or 2000 **operating** hours, effective at the time of installation or vehicle registration date for Original Equipment installations (OE). This warranty period may not exceed three (3) years from the original date of sale by Webasto. This warranty period may be superseded by a contractual agreement.

Warranty coverage for marine and off-road applications containing DBW series heaters and the CSL Cargo Heaters are limited to (2) years or 3,000 **operating** hours. All other models are limited to 2,000 maximum **operating** hours.

Replacement parts are covered for six (6) months or the remainder of the original warranty period, whichever is longer. Replacement heaters are considered a "Replacement Part". Only Thermo Top C (TSL 17) heaters are accepted under warranty as a complete replacement.

For additional warranty information please refer to the warranty section of the Webasto technical website: http://www.techwebasto.com/warranty_main.htm. If you have any questions, contact our technical support team at (800) 860-7866 or via email at: info-us@webasto.com.

Diagnostic Report Example

Diagnosis report WEBASTO Thermosystems

Configuration:

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Device name.....SG1580
Fuel type.....Diesel
Device identification number.....09000005G
Dataset identification number.....09000364H01
HW version.....00/00
SW version.....05/07 5.66
Date of manufacture control unit.....00.00.00
Date of manufacture heater.....11.10.07
Customer identification number.....00000000009060000090000000000000000000
Serial number.....0710767405
Test signature.....ÿÿ
Minimum voltage threshold.....10,5 [V]
Maximum voltage threshold.....16 [V]
Delay for supply voltage min. detection.....20 [s]
Delay for supply voltage max. detection.....6 [s]
Operating data:
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Working hours.....892:48 [h:m]
Operating hours.....1121:03 [h:m]
Start count.....106
Burning duration PH 1..33%.....12:27 [h:m]
Burning duration PH 34..66%.....625:00 [h:m]
Burning duration PH 67..100%.....255:21 [h:m]
TRS counter.....0
Error:
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Fault 1.....No start
State of fault.....not actual, stored
Code.....02
Counter.....9
Temperature.....-1 [°C]
Operating state.....Flame detector measuring phase 4
Voltage.....13,4 [V]
Operating hour counter.....1029:07 [h:m]
Fault 2.....Operating voltage too low
State of fault.....not actual, stored
Code.....84
Counter.....7
Temperature.....13 [°C]
Operating state.....Glowing power control 1
Voltage.....10,4 [V]
Operating hour counter.....913:32 [h:m]
Fault 3.....Heating unit overheated
State of fault.....not actual, stored
Code.....06
Counter.....5
Temperature.....21 [°C]
Operating state.....Controlled operation
Voltage.....12,4 [V]
Operating hour counter.....859:44 [h:m]
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