



**AUTHORIZED DEALER WARRANTY MANUAL  
PROHEAT HEATERS**

**MODELS:** | M-SERIES, X45 PLUS, X30 & A2/A4 AIR HEATERS

PROHEAT

# TABLE OF CONTENTS

## General Warranty Statement

Important Notice .....	1
Owner's Responsibilities .....	1
Warranty Limitations .....	1
Design Improvements.....	1
Labor .....	1
Accessories.....	1
Part Supplied By Policy .....	2
Determination of Warranty .....	2
Heater Warranty Registration Card .....	2

## Heater Warranty

Coverage.....	3
Start Date .....	3
Standard Repair Times for M-Series, X45 Plus, X30 .....	3, 4
Standard Repair Times for Air Heater A2/A4 .....	4

## New Replacement Parts Warranty

Coverage.....	5
Start Date .....	5

## Warranty Claim Procedure .....

Warranty Claim Worksheet.....	7
-------------------------------	---

**Note:** *This page left blank intentionally.*



# General Warranty Statement

## Important Notice

All products described in this warranty manual are subject to the following warranty statement; any deviations and/or exceptions for a particular product will be documented in the section describing the warranty for that particular product. The warranties described in this document cover the failure of Proheat products (manufactured by Marine Canada Acquisition Inc. DBA SEASTAR SOLUTIONS)\*. Products listed herein that are the result of defects in Proheat materials and/or workmanship, under normal use and service. The Proheat warranty is not applicable to failures caused by abuse, neglect, or repair location workmanship.

\* Throughout this document references are made to SeaStar Solutions and Proheat which are operating names of Marine Canada Acquisition Inc. and as such should be treated the same.

In addition, this warranty is only valid with respect to products purchased from Proheat and its authorized dealers and resellers and is not transferable.

## Owner's Responsibilities

1. It is the owner's responsibility to service Proheat products based on recommendations made by the manufacturer (SeaStar Solutions). This servicing is not covered under warranty and may affect warranty coverage.
2. Before the expiration of the warranty, Owner must give notice to a registered Proheat Distributor/Dealer of failures, if any, considered to be warrantable and deliver the defective product to such Distributor/Dealer. Owner is responsible for the cost of all repairs made to the equipment in which Proheat products are installed, other than the Proheat product. Owner is responsible for lodging, meals and incidental costs incurred by the Owner as a result of a warrantable failure. Owner is responsible for "down-time" expenses, and all business costs and losses resulting from a warrantable failure.
3. Proheat is not responsible for incidental or consequential damages.

## Warranty Limitations

THE WARRANTIES SET FORTH HEREIN ARE THE SOLE WARRANTIES MADE BY PROHEAT IN REGARD TO THE PROHEAT PRODUCTS. SEASTAR SOLUTIONS MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, OR OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

### Items not covered under this warranty

1. Proheat products no longer within the Warranty Period.
2. Parts which fail due to: improper installation; inadequate air, fuel or coolant flow; wiring or ground side disconnect switches; shock or vibration.
3. Any progressive damage to the engine or vehicle arising out of failure of the Proheat products.
4. Proheat products which have been modified or use of non-standard parts not approved by the manufacturer.
5. Proheat products that have been abused or damaged.
6. Travel time and/or mileage by a Proheat product dealer or service technician.
7. Towing, downtime or replacement vehicle charges.
8. Diagnosis or repairs when caused by problems not directly related to Proheat products or due to empty fuel tanks, poor fuel quality or poor batteries.
9. Diagnosis or repairs to other components within the vehicle system not supplied by Proheat.
10. Proheat products which have been improperly installed.

## Design Improvement

SeaStar Solutions may make changes or design improvements without incorporating those changes in products previously sold. Proheat warranties do not cover the incorporation of these design improvements. Design improvements are performed at the request and the expense of the customer.

## Labor

SeaStar Solutions will reimburse labor in accordance with its published Standard Repair Times (SRT) within the published time period to repair the Proheat product listed herein caused by a covered failure.

## Accessories

Accessories supplied, but not manufactured by SeaStar Solutions shall be covered by the original manufacturer's warranty only and are not subject to this warranty.

**Part Supplied  
By Policy**

Any part supplied by Proheat at no charge (i.e. paid for by warranty or policy) assumes the identity of the part it replaces. If the failed part is no longer under warranty then the new replacement part will not have coverage. Parts supplied at no charge are not covered by Proheat New Replacement Parts Warranty.

**Determination  
of Warranty**

**Proheat reserves the right to examine any failed part to determine validity of warranty claim. If no fault is found the claim will be denied. Warranty claims filed when no part has been replaced are subject to review and possible policy coverage on a claim by claim basis.**

For questions or concerns about Proheat Warranty, contact your nearest Proheat Distributor/Dealer or Proheat Warranty Department:


**Tel:** 604-270-6899    **Fax:** 604-270-7172    **Email:** warranty@proheat.com

**Heater Warranty  
Registration Card**

A warranty registration card is included with every Proheat heater. This card should be filled out by the dealer installing the Proheat (a sample warranty card is shown below.)

The warranty registration card identifies the owner and the installing dealer. This information will be helpful in tracking warranties; ensuring that the customer receives the best service from their Proheat product representatives.

Alternately the warranty registration can be completed on the Proheat website.

<p><b>WARRANTY REGISTRATION CARD</b> <b>LIMITED WARRANTY</b> (PLEASE TYPE OR PRINT)</p> <p><b>CARTE D'ENREGISTREMENT DE GARANTIE</b> <b>GARANTIE LIMITÉE</b> (DACTYLOGRAPHIER OU ÉCRIRE EN LETTRES MOULÉES)</p>		<p>Marine Canada Acquisition Inc. (DBA SEASTAR SOLUTIONS) 3831 No. 6 Road, Richmond, BC, Canada V6V 1P6 Tel: (604) 270-6899 Fax: (604) 270-7172</p>
<p><b>HEATER SERIAL NO</b> N° DE SÉRIE DE RADIATEUR. _____</p> <p><b>OPTIONS</b></p> <p><input type="checkbox"/> CAB HEAT EXCHANGER ÉCHANGEUR DE CHALEUR DE CABINE</p> <p><input type="checkbox"/> TIMER MINUTERIE</p> <p><b>INSTALLER INSTALLATEUR</b></p> <p>_____</p> <p>COMPANY NAME NOM DE L'ENTREPRISE _____</p> <p>STREET RUE _____</p> <p>CITY VILLE _____ STATE/PROVINCE _____ ZIP/POSTAL CODE CODE POSTAL _____</p> <p><b>INSTALLATION DATE DATE DE L'INSTALLATION</b></p> <p>_____</p> <p><b>SIGNATURE OF INSTALLER SIGNATURE DE L'INSTALLATEUR</b></p> <p>_____</p> <p>PID # 925928D</p>	<p><b>INSTALLED IN TYPE OF VEHICLE</b> TYPE DE VÉHICULE SUR LEQUEL LE RADIATEUR EST INSTALLÉ</p> <p>MAKE MARQUE _____</p> <p>TYPE _____</p> <p>ENGINE MAKE MARQUE DE MOTEUR _____</p> <p><b>VEHICLE OWNER PROPRIÉTAIRE DU VÉHICULE</b></p> <p>NAME NOM _____</p> <p>NUMBER NUMÉRO CIVIQUE _____ STREET RUE _____</p> <p>CITY VILLE _____ PROVINCE _____</p> <p>POSTAL CODE CODE POSTAL _____ COUNTRY PAYS _____</p> <p><b>TELEPHONE NO. N° DE TÉLÉPHONE</b> _____</p> <p><b>SIGNATURE OF OWNER DU PROPRIÉTAIRE</b> _____</p> <p>White Copy • Mail or Fax to SeaStar Solutions Copie blanche • Envoyer par la poste ou télécopieur à SeaStar Solutions</p> <p>Yellow Copy • Installer Copie jaune • Installateur</p> <p>Pink Copy • Owner (retain in book) Copie rose • Propriétaire (à conserver dans ce manuel)</p>	

Sample warranty registration card for all Proheat heaters.



# Heater Warranty

## Coverage

Component	Coverage
All parts (exclusive of service parts)	2 years (1 year Marine)
Repair labor based on Standard Repair Time (SRT)	2 years
Service parts including filters, nozzles, lamps and glow plugs	no coverage

- All marine installations are covered by a 1 year parts and labor warranty.
- All OEM applications must be approved in writing by Proheat for commencement of warranty.

**NOTE: Entire heaters (including M-Series burner head assemblies) are not considered replacement parts for warranty purposes and must be repaired.**

## Start Date

Installed By	Proheat installed In	Warranty Starts On
Authorized Dealer	Truck	Oct 1, if installed between April 1 and Sept. 30
Authorized Dealer	Other than truck	Date of installation
OEM	All	Date of in service
Purchased over the counter	All	Date of purchase

The purchaser and installer are advised that specific rules and regulations are in effect with respect to the installation of Auxiliary Diesel-Fired Heaters in marine applications. These rules and regulations are enforced by the Department of Transportation and/or other agencies having jurisdiction. It is the installer's responsibility to review and comply with all such rules and regulations.

In addition each marine installation must be inspected and approved by an Authorized Proheat Distributor/Dealer. Only those installations which are approved, and so registered, will be eligible for warranty coverage.

## Standard Repair Times (SRT)

The following two tables list the SRT warranty repair times for the M-Series, X45 Plus and X30 diesel-fired heaters to determine the cause of the problem and replace the faulty component.

**MODEL: M-Series** (Note: Repair times exceeding 2.0 hours require authorization.)

Description	Time	Description	Time
Diagnosis, purging the coolant system and function testing .....	0.7	Ignition Coil .....	0.1
Re & Re Burner Head or Combustion Tube .....	0.3	Spark Igniter (includes checking gap) ....	0.1
PCM .....	0.2	Dual Mode Temperature Sensor.....	0.2
Coolant Pump (Proheat Supplied Only)...	0.2	Blower Motor .....	0.3
Compressor and Flange.....	0.5	Blower Fan Blade .....	0.1
Compressor Gears .....	0.3	Power or Switch Harness (Proheat Supplied Only) .....	0.3
Fuel Solenoid.....	0.2	Timer, 7-Day .....	0.1
Fuel Pump / FDU .....	0.3	Gaining Hard Access to Proheat when applicable.....	0.5
Fuel Regulator .....	0.3	Re & Re Heater (Pre Authorized Only) ....	0.7
Fuel Pump – Relief Valve .....	0.2		

**MODEL: X45 Plus** (Note: Repair times exceeding 2.5 hours require authorization.)

Description	Time	Description	Time
Diagnosis, purging the coolant system and function testing .....	0.7	Re & Re Fan End or Combustion Tube ...	0.3
PCM.....	0.2	Blower Motor .....	0.2
Coolant Pump (Proheat Supplied Only)...	0.2	Blower Fan Blade .....	0.3
Compressor.....	0.3	Overheat Breaker.....	0.1
Fuel Pump / FDU .....	0.3	Main Internal Harness.....	0.3
Fuel Regulator .....	0.2	Thermostat, Sleeper .....	0.1
Fuel Pump – Relief Valve .....	0.2	Power, switch or sleeper harness.....	0.3
Ignition Coil .....	0.2	Timer, 7-Day .....	0.1
Spark Igniter (includes setting gap) .....	0.3	Rubber Isolator X 4 .....	0.3
Temperature Sensor.....	0.1	Gaining Hard Access to Proheat when applicable.....	0.5
Flame Sensor .....	0.1	Re & Re Heater (Pre Authorized Only).....	0.7

**MODEL: X30** (Note: Repair times exceeding 2.5 hours require authorization.)

Description	Time	Description	Time
Diagnosis, purging the coolant system and function testing .....	0.7	Blower Fan Blade .....	0.2
PCM.....	0.2	Blower Speed Sensor.....	0.2
Coolant Pump (Proheat Supplied Only)...	0.3	Thermostat, Sleeper .....	0.1
Compressor.....	0.3	Power, Control or CAN harness .....	0.3
Fuel Pump .....	0.3	Timer, 7-Day or PFC.....	0.1
Oxygen or EGT Sensor .....	0.3	Gaining Hard Access to Proheat when applicable.....	0.5
Ignition Module.....	0.2	Re & Re Heater (Pre Authorized Only).....	0.7
Spark Igniter (includes setting gap) .....	0.2	Re & Re Burner Head and or Combustion Tube .....	0.3
Dual Mode Temperature Sensor.....	0.2		
Blower Assembly.....	0.3		

**Standard Repair Times (SRT)**

The following table lists the SRT warranty repair times for the Air Heater A2 and A4 models, to determine the cause and replace the faulty component.

A maximum of 0.5 hrs is allowed for system diagnosis and final functional testing.

**MODEL: A2/A4 Air Heaters** (Note: Repair times exceeding 1.5 hours require authorization.)

Description	Time	Description	Time
System Diagnosis & function testing.....	0.5	PCM.....	0.2
HEATER INSTALLED:		Blower.....	0.2
Glow Plug .....	0.1	Motor .....	0.5
Fuel pump .....	0.2	Combustion Tube .....	0.5
DCP .....	0.1	Internal wiring harness .....	0.2
Overheat / Flame Sensor .....	0.3	Fuel / Power / Control harness.....	0.3
Re & Re Heater (Pre Authorized Only).....	0.5		



## New Replacement Parts Warranty

New replacement parts are afforded warranty considerations and limitations by SeaStar Solutions for all Proheat products included herein. Coverage and warranty start date are as follows.

***NOTE: Entire heaters (including M-Series Burner Head assemblies) are not considered replacement parts for warranty purposes and must be repaired.***

### Coverage

Product	Coverage
Parts (exclusive of service parts)	90 days
Labor based on SRT (Authorized Service Center only)	90 days
Service parts including: filters, switches, lamps, belts, hosing, fuses, nozzles and glow plugs	no coverage

### Start Date

Installed By	Warranty Starts On
Authorized Dealer	date of installation
Purchased across counter	date of purchase

Any installation related components, materials and/or workmanship not supplied by SeaStar Solutions is not covered under the Proheat warranty.





## Warranty Claim Procedure

**All claims must be filed no later than 30 days after completion of repairs; claims filed after 30 days will be automatically rejected.**

**Note:** Proheat Dealers should file warranty claims with their Authorized Proheat Distributor, not directly with SeaStar Solutions. It is the Distributor's responsibility to file the claim with SeaStar Solutions.

**Only dealers that have an account with SeaStar Solutions may file a claim directly.**

1. Warranty claims are to be submitted electronically at [www.proheat.com/support/warranty.php](http://www.proheat.com/support/warranty.php)
2. Complete all sections of the Warranty Claim Form with the following mandatory information (see sample claim form on next page).
  - a. Your name
  - b. our e-mail address
  - c. Product serial number
  - d. Date
  - e. Distributor's or dealer's name and reference no.
  - f. Installers name
  - g. Owner's name and address
  - h. Date of purchase
  - i. Date of failure
  - j. Cause of failure
  - k. Parts used for repairs and standard repair times
  - l. Labor rate

- **All work must be performed by a trained and certified technician.**
- **Any work outside SRT requires prior written approval by warranty administration.**
- **Approval must be noted on the claim.**
- **Date and name of Proheat approver must be noted on the claim.**

## Warranty Parts Handling Procedure

1. Proheat dealers must call the warranty administrator at 604-270-6899 to determine if any parts require returning at the time of submitting the warranty claim.
  - a. Distributors must tag the parts and hold for 3 months after submitting the claim. SeaStar Solutions reserves the right to inspect the warranty parts within the three month period at the dealer location. If the dealer does not hear from SeaStar Solutions within the three months, they can dispose of the part.
  - b. SeaStar Solutions reserves the right to request the part at the time of accepting the warranty claim or within a three (3) month period of the claim date.
  - c. If SeaStar Solutions does require a part or parts be returned, the warranty administrator will provide shipping instructions, an RGA number and a freight account to cover the return shipment.
  - d. Failure to follow these instructions will result in Freight, Duty and Brokerage Fees (all) if applicable being charged to the shipper.
2. Credit for warrantable parts will be issued within 3 weeks of the warranty administrator receiving properly completed documents.
3. All claims must be forwarded to SeaStar Solutions no later than 30 days after completion of repairs. Claims submitted after 30 days will be denied.
4. The Authorized Dealer Warranty Manual is the valid document for terms/conditions and SRT times. If you require additional copies please download the latest version of part # SL9068 at [www.proheat.com/support/warranty.php](http://www.proheat.com/support/warranty.php)
5. All parts replaced under warranty become the property of SeaStar Solutions.
6. Part(s), if requested must be returned. If you fail to return requested part(s), you will be billed at dealer net for the part(s).
7. If not advised of a request to return part(s) within 90 days, you may dispose of part(s) in any appropriate manner so as to ensure that they are not repaired or reused and are disposed of in accordance with environmental rules and regulations that may apply.
8. Requested parts will be subject to inspections, testing and failure analysis. If it is determined that a part or an assembly exhibits no failure, or is otherwise not eligible for warranty coverage, the warranty claim will be rejected. If the claim has already been processed and paid, the dealer account will be debited for the amount of the claim (parts and labor) pertaining to the rejected part(s).



# Warranty Claim Worksheet – Website

This is a worksheet ONLY, all claims must be filed electronically on the Proheat website.

Your Name: <b>a</b>	Your E-Mail Address: <b>b</b>		
Return Authorization No.: (RGA)	Product Serial No.: <b>c</b>		
Date: <b>d</b>			
Distributor Name & Reference No.	Installer Name: <b>f</b>		
Dealer Name:	Owner's Name: <b>g</b>		
Address:	Address:		
City: State/Province:	City: State/Province:		
ZIP/Postal Code: Telephone No.:	ZIP/Postal Code: Telephone No.:		
Dealer E-Mail Address:	Owner E-Mail Address:		
Date of Purchase (mm/dd/yyyy): <b>h</b>	Date of Failure (mm/dd/yyyy): <b>i</b>		
Cause of Failure: <b>j</b>			
Corrective Action: <b>k</b>			
Parts Used for Repairs:			
Quantity	Part No. and Description	SRT (hr)	Cost \$
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		Total SRT	<input type="text"/>
Labor Rate <b>l</b>	Total Parts		<input type="text"/>
\$/Hour:	Total SRT x Labor		<input type="text"/>
<input type="text"/>	GRAND TOTAL		<input type="text"/>



**SeaStar Solutions**

3831 No.6 Road  
Richmond, B.C.  
Canada V6V 1P6

Tel: 604-270-6899  
Fax: 604-270-7172

[www.proheat.com](http://www.proheat.com)



PID# SL9068 REV. L



Designed and Manufactured  
in North America



ISO 9001

© 2007 Marine Canada Acquisition Inc.  
DBA SEASTAR SOLUTIONS

Proheat is a registered trademark of  
Marine Canada Acquisition Inc. and its  
subsidiary companies.

Printed in Canada 02-19