

# DryGuard

Powered By:  **INNOVATIVE AIR TECHNOLOGIES**

**DryGuard** extended service packages go beyond Innovative Air Technologies’ industry-leading two-year warranty to ensure complete satisfaction with your IAT dehumidification unit. You’re busy, let us maintain your unit’s performance, allowing you to focus on your primary business without worrying about your equipment.

## Extended Service Packages\*

	STANDARD	PREMIUM	ULTIMATE
Visits Per Year	2	3	3
General Inspection	✓	✓	✓
Electrical Inspection	✓	✓	✓
Air Performance evaluation	✓	✓	✓
Inspect & Change Air Filters	✓	✓	✓
Inspection Reports	✓	✓	✓
Unit-side Training	✓	✓	✓
Enhanced Cleaning	✗	✓	✓
Paint and Preservation	✗	✓	✓
Dry AI integration	✗	✗	✓
Discount on parts	None	15%	20%
			<b>COMING SOON!</b>

*\*See Terms & Conditions for details.*

All maintenance that falls within the scope of the purchased DryGuard service package will be performed by an Innovative Air Technologies Field Service Technician. Innovative Air Technologies’ DryGuard service packages do not cover repairs needed as a result of work by non-Innovative Air Technologies technicians.

Questions or information, contact Innovative Air Technologies’ Field Service Department at 770-788-6744 or [service@dehumidifiers.com](mailto:service@dehumidifiers.com).

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## DryGuard Service Program Terms & Conditions

### Quotations And Orders

#### **Quotes**

All quotes provided are valid for 30 days from the date of the quote.

#### **Placing Orders**

Orders can be placed by phone, email, and a hard copy PO is required. An order confirmation will be sent once your order is processed. All orders are subject to IAT Standard Terms & Conditions.

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### Terms Of Payment

#### **Payment Methods**

We accept credit cards, checks, and ACH payments.

#### **Payment Terms**

Full payment is due upon receipt of invoice, unless otherwise stated.

#### **Late Payments**

Payments are late after 90 days and will incur a one-time 2% service charge.

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### DryGuard Service Packages Scope of Work

#### **Service Schedule**

Services are scheduled based on availability and will be confirmed with the customer at the time of scheduling.

#### **Changes to Service**

Any changes to the scope of work or schedule must be agreed upon in writing by both the customer and IAT Field Service Manager and may incur additional charges.

#### **Cancellation And Charges**

Cancellations must be given in a 30-day notice prior to the next service visit.

#### **DRYGUARD STANDARD**

##### **Visits per year**

Innovative Air Technologies will provide two (2) scheduled maintenance visits per year by a factory-trained IAT technician. These visits are typically planned approximately every six (6) months, unless the customer requests an alternative schedule. The specific dates of these visits can be customized to accommodate the customer's operational needs or production schedule but must occur during regular business hours (6:00 AM to 5:00 PM, Monday through Friday), unless otherwise approved by the Innovative Air Technologies Field Service Manager.

Each service visit will include up to eight (8) hours of on-site technician time. Please note that during the servicing process, the dehumidifier will need to be shut down or taken offline at various intervals and for varying durations. The IAT technician will collaborate with the customer to minimize disruptions to production; however, the total on-site service time is limited to a maximum of eight (8) hours.

To ensure optimal scheduling, service visits should be arranged at least thirty (30) business days in advance.

#### **General Inspection**

The general inspection is conducted to ensure that the unit meets factory specifications and maintains the necessary clearances for optimal performance. This process includes inspecting unit access panels and field connections to ensure proper installation and to check for potential air cross-contamination. The inspection also involves examining pre-cooling coil and post-cooling coil drain pans for clogs or debris and verifying the installation and functionality of drain check valves where accessible. Any detected air leaks will be sealed using silicone caulk. Motors will be lubricated, if possible, and doors and door seals will be adjusted as needed. The rotor speed, seal alignment, drive chain tension, and direction will be checked and adjusted as necessary. Additionally, a light cleaning of the desiccant rotor wheel's exterior will be performed. The interior of the unit will be inspected to remove any dirt or debris that could potentially affect its performance. Finally, any loose components or missing fasteners will be identified and secured.

#### **Electrical Inspection**

Electrical checks are performed with the unit de-energized to ensure safety and accuracy. The Innovative Air Technologies Field Service Technician will inspect and tighten all electrical connections, as well as examine breakers, power leads, and incoming power connections. The technician will ensure that all wiring is secure and in good condition. Once the unit is re-energized, the technician will verify that it powers up correctly and confirm that the system voltage is accurate. The motor's amperage draw will be checked, and the technician will ensure that the fans are properly phased and rotating in the correct direction. The condition and functionality of the Human-Machine Interface (HMI), if equipped, along with any indicator lights, will be inspected. Additionally, the air pressure switches and pressure differential gauge will be checked for proper function, as well as the condition of their wiring and tubing. All thermostats and sensor wiring will be verified to be in good working order and securely connected. The technician will also verify the proper operation of the react system, take amp readings on the electric elements, and monitor the react temperature to ensure it reaches and maintains the setpoint.

#### **Air Performance Evaluation**

The Air Performance Evaluation involves a comprehensive inspection and documentation of the process and react air systems. This evaluation includes assessing the connected ductwork and dampers, as well as checking the functionality and condition of the process and react fans. The process air flow and react air flow, along with react damper settings, will be thoroughly evaluated and documented. The performance of pre-cooling or post-cooling systems will be checked to verify that the required temperatures are being achieved. The unit will be adjusted as necessary to optimize process air temperature and humidity. Based on the findings, any necessary maintenance or repair work will be recommended.

#### **Inspect & Change Air Filters**

Air filters will be inspected and replaced if necessary, using customer-supplied react and process air filters. Should the customer require new filters, they can be purchased in advance and shipped to the site by Innovative Air Technologies. An IAT representative will coordinate and confirm filter availability during the scheduling of the service visit.

#### **Inspection reports**

Following each service visit, a detailed inspection report will be provided for each unit. These reports will include any recommended parts or additional

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services necessary to ensure the unit operates at its optimal performance level. All reports, service recommendations, and parts estimates will be sent via email to the designated customer contact for the site.

### Unit-side training

The IAT Field Service Technician will provide general on-site training for the customer's associates or technicians, covering maintenance, proper usage, settings, basic adjustments, and component repair and replacement. If training is desired, the customer must request it when scheduling the service visit. Training sessions are limited to a maximum of two (2) hours per visit.

### DRYGUARD PREMIUM

Includes DryGuard Standard Plan + the following:

#### Additional annual visit

Innovative Air Technologies will provide three (3) service visits per year by a factory-trained IAT Field Service Technician. These visits will be scheduled approximately four (4) months apart unless the customer requests an alternative arrangement. The visit dates can be customized to align with the customer's needs or production schedule, but they must occur during normal business hours (6:00 AM to 5:00 PM, Monday through Friday) unless otherwise approved by the Innovative Air Technologies Field Service Manager.

Each visit includes up to eight (8) hours of on-site technician time. During the servicing process, the dehumidifier will need to be shut down or taken offline multiple times for various durations. The IAT technician will collaborate with the customer to minimize production disruption; however, the on-site service time remains limited to a maximum of eight (8) hours. To ensure proper scheduling, service visits must be arranged at least fifteen (15) business days before the service date.

#### Enhanced Cleaning

An annual deep cleaning of the desiccant rotor wheel will be performed to extend the performance life of this key component. Please note that certain restrictions may apply based on the unit's location, weather conditions, and availability of utilities. Depending on the size of the unit, assistance from an on-site customer associate or technician may be required. The customer must provide a water source with a minimum pressure of 50 psi and a hose that can access the unit. Innovative Air Technologies will supply any additional attachments and cleaning supplies necessary to complete the cleaning.

#### Paint and preservation

Exterior paint touch-up services will address minor areas such as small scratches, rust spots, and paint wear using spray paint. Complete repainting of body panels and repair of dents or damaged metal are not included. The scope of work is at the discretion of the IAT Field Service Technician and is not intended to serve as a cosmetic overhaul of the unit. Services are subject to, or may be limited by, weather and environmental conditions. The touch-up is limited to the use of one aerosol paint can and up to two (2) hours of preparation and application per visit.

#### Discount on parts

Customers receive a 15% discount on parts. If the parts are available during a scheduled visit and can be installed on-site, there will be no additional charge for installation. For repairs that require additional parts, time, or expense, a quote will be provided at the discounted rate. Please note that such repairs may necessitate additional billable trips to the location.

### DRYGUARD ULTIMATE

*Coming Soon!*

### Liability & Warranty

#### Liability

Orders are accepted by Innovative Air Technologies (IAT) under the conditions that IAT is not to be liable for losses, detentions or delays occasioned by accident, strikes, fires affecting our operations or the operations of our suppliers or any other causes beyond IAT's control and no damages or secondary charges, of any nature, for delay in shipment will be allowed. Damage resulting from improper storage or handling prior to placing equipment in service will not be considered as IAT's liability. IAT will not assume any responsibility, expense or liability for repairs or alterations to products without IAT's prior written consent. No claims for contingency liability or consequential damages will be recognized or allowed by IAT. Subject to IAT Standard Terms and Conditions.

#### IAT Standard 2 Year Warranty

*This warranty is given in place of all other warranties and assurances, whether expressed or implied.*

IAT warrants that the equipment to be shipped hereunder shall be of the kind and quality described in our specifications/quote and free from defects in workmanship and material. If any failure to comply with these specifications appears, within two years from the date of shipment, the purchaser must notify IAT thereof as soon as practical and IAT Inc. shall thereupon correct the defects by repair or by replacement F.O.B. shipping point of the defective component(s) providing such defects are not caused by operating abuse, neglect, erosion, corrosion, via major and other similar catastrophic causes. This warranty is for two years on components from the date of shipment from IAT. The liability of IAT (except on warranty of title) arising out of the supplying of said equipment or its use, whether on warranties or otherwise, shall not in any case exceed the cost of correcting defects in the apparatus above set forth, and upon expiration of said two years, all IAT's liability shall terminate. IAT shall not in any event be liable for indirect or consequential damages. IAT shall not assume any expense or liability for repairs made to the subject equipment outside of its plants, without IAT's written consent. Upon receiving IAT's written consent a "no cost" purchase order can be submitted for IAT's approval with allowances set for labor (if applicable) that shall not exceed the cost of correcting such said defect within the said two-year warranty. IAT's warranty hereunder or as otherwise mentioned above covers its own products only and does not extend to failure and performance due to defects in any associated and related equipment. Any materials, apparatus or equipment not herein specified will be furnished by the purchaser. The Start-up report included in the Installation, Operation, and Maintenance manual is required to be filled out and sent back to IAT (fax #770-788-6744 or email: crystal@dehumidifiers.com) within 45 days of shipment from IAT (ship date normally stated on Model # Label located on the electrical box). Failure to send start-up report(s) may void warranty. Warranty for component(s) included in the dehumidifier (ex: pilot lights, motors, seal, heaters, etc.) will be replaced upon receipt of required "no cost" purchase order and warranty form filled out completely and reviewed by IAT and approved. All defective component(s) must be sent back to IAT to avoid further charges. If component(s) for replacement are not received within two (2) weeks of the warranty item's ship date the warranty item will be billed to the customer. Component(s) such as desiccant, filters, coatings, labels, are not covered under product warranties. If these items are neglected and not maintained properly, the warranty will be voided.