



NITE *Phoenix* LIMITED WARRANTY POLICY

Warranty Registration Card must be submitted by mail or processed online at

<http://www.nitesystem.com/html/warranty.cfm>

- 1) Warranty claim should be issued only after the NITE warranty department has been contacted. At that time, a claim number will be issued. Labor Rate & Time Allowed to complete repair will be advised. **NITE Warranty Department: 1-866-204-8570**
- 2) All warranty returns & labor charges must be accompanied by a completed warranty claim form and claim number issued by the NITE warranty department.
- 3) NITE *Phoenix* warranty claim form must be filled out.
- 4) All warranty claims will be reviewed by the NITE warranty department within 30 days of receipt of the returned item.
- 5) Opening, piercing, and or violating the hermetically sealed refrigerant loop in any manner will immediately void all warranty.
- 6) Warranty parts to be returned to NITE warranty department must be shipped on a prepaid basis. If a part requested for return has not been received, labor charges will be rejected. If a warrantable part, Bergstrom will reimburse for shipping. Package shipment carefully so damage does not occur in transit.
- 7) If warranty Claim is approved, NITE warranty department will issue a credit to be applied towards the customer's account, as desired. (Credit Memo/Invoice Number must be provided at the time of payment.) Please allow 30 days from the date of review for credit to be issued.
- 8) All returns must be shipped to:

Bergstrom Inc.
Attention: Warranty Department
2390 Blackhawk Road
Rockford, Illinois 61109

Packages must be marked with the claim number and include the proper documentation to be reviewed for warranty.



NITE *Phoenix* LIMITED WARRANTY GUIDELINES

Pre-Approval required on all warranty claims.*

The NITE *Phoenix* System has a 2 (two) year parts and 1 (one) year labor warranty on the sealed air-conditioning system unit. Should your unit fail in the sealed refrigeration loop, you may return your unit to Bergstrom, Inc. or an authorized replacement center and we will replace it with a remanufactured unit. We will allow you 90 minutes removal and replacement labor for this option if within the 1 (one) year time frame.

For components other than the sealed refrigeration loop, we have 2 (two) year parts and 1 (one) year labor only warranty, excluding the batteries**, optional fuel operated heater***, optional block heater***, optional inverter or inverter/charger combo****. Please see standard repair times below.

Standard Repair Time Allowances @ \$60.00/hour

Up to 1 hour of paid diagnosis is allowed with warranty call reference number

DESCRIPTION	HRS	DESCRIPTION	HRS	DESCRIPTION	HRS
AC Relay	0.75	Condenser Fan Assembly	1.00	Internal Electrical System	1.00
AC Control Switch Harness	0.50	Control Knob	0.10	Nite Duct	0.75
AC in Unit Control	1.00	Control Knob Clip	0.10	Nite Unit (side air discharge)	1.00
AC Man. Control - old style	0.25	Control Module Assembly	0.50	Power Harness	1.00
AC Man. Control - new style	0.25	Evaporator Blower Assy.		Pressure Switch	1.00
Battery Box	1.00	Complete mtr/fan/hsng	1.00	Separator 200 Amps	0.75
Battery Hold-Down Bracket	0.25	Freeze Switch	1.00	Unit Main Wiring Harness	
Blower Assembly	1.00	Fuse 50 Amps	0.10	(to Batteries)	0.50
Blower Housing Assembly	1.00	Fuse Holder Harness	0.50		
Compressor Controller	1.00				

For pre-approval on parts and labor and for all other repairs, contact our NITE Warranty Department: 866-204-8570

System Diagnostics, Unit Removal & Installation

Shipping (PARTS: standard UPS or best way, UNITS: best way via truck freight only!)

Warranty Conditions:

1. Other than diagnosis, warranty work should be completed only after NITE Warranty Department has been contacted. At that time, a claim number will be issued. NITE Warranty Department: 866-204-8570
2. Warranties apply only to products in their original installation location on originally installed truck.
3. Installation, use, care and maintenance must be normal and in accordance with instructions contained with installation manual or on web page, www.nitesystem.com/html/technical.cfm.
4. Bergstrom, Inc. requires that the defective part be returned with a completed warranty claim form.
5. Warranty is non-transferable.

Excluded From Warranty:

1. Damage or repairs required as a consequence of faulty installation or installation on other than truck vehicles.
2. Damage or repairs needed as a consequence of any misapplication, abuse, improper servicing, unauthorized alternation or improper operation.
3. Damage or repair cost associated with electrical/battery system.**
4. Damage or repair cost associated with fuel operated heater, see Espar or Webasto warranty.***
5. Any special, progressive, indirect or consequential property or commercial damage of any nature what-so-ever.
6. Trucks with an alternator rated less than 30 amp greater than oem alternator.

Purchase and/or installation documentation is necessary for warranty.

- * See Web site for technical trouble shooting guide – www.nitesystem.com.
- ** Exide batteries are warranted by manufacturer. For warranty information, call: 800-535-5279.
- *** Espar heater is warranted by manufacturer. For warranty information, call: 800-387-4800.
- Webasto heater is warranted by manufacturer. For warranty information, call: 800-
- **** Inverter and/or charger are warranted by the manufacturer. For warranty information, call: 877-964-2582.

1000007552 Rev 4



NITE PLUS AND PHOENIX LIMITED WARRANTY REQUEST

This form must be completed in full and included with any returned items when shipping.

Date Requested: _____ Company: _____ Address: _____ _____ City: _____ State: _____ Zip: _____ Phone: _____ Fax: _____ Contact Name: _____ E-Mail Address: _____ Shipping Tracking #: _____	NITE Call Log Number: _____ Customer Claim #: _____ Ref #: _____ <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> NITE SYSTEM INFORMATION: Circle one NITE PLUS NITE PHOENIX Unit Model #: _____ Unit Serial #: _____ Date of Install: _____ Location of Install: _____ Truck Make & Model: _____ _____ Truck VIN #: _____ </div>
NATURE OF DEFECT _____ _____ _____	
DESCRIPTION OF REPAIR _____ _____ Date of Repair: _____ Labor Requested: _____ Labor Rate: _____ Labor Allowed by Bergstrom: _____	
Total Dollar Amount for Parts: _____ Total Dollar Amount for Labor: _____ TOTAL CREDIT AMOUNT: _____	
<div style="display: flex; justify-content: space-between;"> <div> For Company Use Only: Approved <input type="checkbox"/> Rejected <input type="checkbox"/> </div> <div> CLAIM STATUS Return required yes no </div> </div> Bergstrom Claim #: _____ Account #: _____	

PLEASE ATTACH COPY OF APPROVED WARRANTY REQUEST FORM AND RETURN ALL MATERIALS TO:

BERGSTROM Inc. Attn: Warranty Department 2390 Blackhawk Road Rockford, Illinois 61125

Please complete the required fields prior to sending any item for warranty. Parts must be returned to Bergstrom within 45 days of repair date. Sections in highlighted fields are for company use only. This form must be included when returning parts. This form must be filled out in its entirety in order for claim to be processed. If no claim form is included with the return parts, no credit will be issued and the items will be returned. Packages must be marked with claim number. Contact the NITE Warranty department to have claim number issued. – NITE WARRANTY DEPARTMENT: 866-204-8570.

1000007552 Rev 4



NITE *Phoenix* Battery Specifications Required for NITE Warranty Considerations

The NITE (No-Idle Thermal Environment) **Phoenix** air-conditioning system is an all ELECTRIC, 12VDC system, designed to maintain sleeper compartment comfort for up to 8 to 10 hours without requiring your engine to idle. The optional compact Espar air-heating system sips just .03 to .06 gallons of diesel per hour.

The NITE **Phoenix** unit requires four batteries that meet the following specifications:

AGM (Absorbed Glass Mat)
Deep Cycle
Group 27 or Group 31

The newer type of sealed non-spillable maintenance free battery uses “Absorbed Glass Mats,” or AGM separators between the plates. This is a very fine fiber Boron Silicate glass mat. These type of batteries have advantages over gelled and can take much more abuse. AGM Battery will not leak acid if broken.

PERFORMANCE

Voltage – 6Vdc

6 volt batteries must have a **minimum** of 110 amp hour rating

NITE *Phoenix* battery system requirements:

- 4 batteries required or 440 (minimum) amp hour capacity
- Check wiring diagram for installation

Voltage – 12Vdc

12 volt batteries must have a **minimum** of 100 amp hour rating

NITE *Phoenix* battery system requirements:

- 4 batteries required or 400 (minimum) amp hour capacity
- Check wiring diagram for installation

Use of any non-approved Battery Technology will automatically void any warranty and may impede the performance of your NITE **Phoenix** system.

The NITE **Phoenix** system batteries recharge in approximately 4 to 6 hours while your truck is running down the road.

Please note that the stock alternator will have to be replaced with an alternator with a minimum 30 amps additional charging capacity.