



Armstrong Hot Water, Inc. – DRV Service Report

221 Armstrong Blvd., Three Rivers, Michigan 49093 – U.S.A. Phone: (269) 279-3602 • Fax: (269) 279-3130

Project Name:

Location:

Technician(s):

Service Date:

AHWG Order:

System Overview/Description:

Comments:

System Values:

Product Model:		
Serial #	valve 1	
	valve 2	
	valve 3	

Degree F/psig

Set Point Temperature	
Cold Water Temperature	
Cold Water Pressure	
Hot Water Temperature	
Hot Water Pressure	
Outlet Water Temperature (Display)	
Outlet Water Temperature (Thermometer)	
System Return Temperature	
Gas Pressure	

Recirculation Flow Rate _____ and/or Pump HP _____

- BrainScan BAS Type _____
- Consistent Issue Yes - No
- If No: Specific Occurrence _____ (Time)
- Only under demand
- Only under recirculation



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Service(s) Provided Summary:

Comments:

- Product Issue
If deemed product related issue; all parts will be covered under warranty and service call fees will be waived
- System Issue
If deemed a system related issue; all service call fees and parts will be charged according to applicable fees (see Service Call Requirements)



Armstrong®

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Figures/Pictures:



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Service Call Requirements

Items that must be checked and verified:

- **Strainers**
 - Are they installed on the hot, cold, and recirculation supply lines?
 - Are they plugged?
 - Have they been cleaned properly (not just blown down)?
- **Recirculation Flow**
 - Is there sufficient recirculation system flow rates
 - Minimum of 5gpm for a DRV40 and 10gpm for a DRV80
- **Check Valves**
 - Are they installed where required and in the correct orientation?
 - Are they functioning correctly?
- **Seals**
 - Have any seals been checked or replaced?
- **Pressures**
 - Is there sufficient/equal hot, cold, recirculation water supply pressures?
 - Is there sufficient gas supply pressures?
- **Initial startup/commissioning**
 - Was unit started up/commissioned by factory personnel or representation?
 - If yes; is there a report?
- **Product functionality under demand/use**
 - Does product work to specification when asked to?
- **Any other services?**

Armstrong Service Technician Fee List:

Any service call deemed not product defect or warranty related is subjected to the following labor rate and expenses (see questions above):

- Standard labor rate of minimum **\$1000/day** applies to any call (regardless if driven or flown to)
 - Standard 8 hour working day minimum
 - Overtime Labor Rates are \$1500/day
- Expenses are based on each time zone listed below*:
 - **Eastern Time Zone** = \$1500 expenses cost (air/mileage, hotel, car, food, misc.)
 - **Central Time Zone** = \$1500 expenses cost (air/mileage, hotel, car, food, misc.)
 - **Mountain Time Zone** = \$1900 expenses cost (air/mileage, hotel, car, food, misc.)
 - **Pacific Time Zone** = \$2400 expenses cost (air/mileage, hotel, car, food, misc.)
 - *Note – a two week advance notice is required; otherwise expenses above those listed will be charged accordingly
- Example total service call cost for 1 day site visit to Indianapolis, IN:
 - Labor – \$1000
 - Expenses – \$1500
 - **Total Cost – \$2500**