

Dayton Services Condensation Drain Warranty Policy

Applies to: Equipment and drains that we have serviced or maintained, and new equipment installations.

Drains and drain repairs pertaining to the condensation removal of any air conditioning equipment carry a 30-day warranty only. No exceptions.

Questions and Answers

Q: I just had preventative maintenance done by you this year to avoid this. Why do I have to pay for a service call now?

A: When we perform PM, we use our “Dayton Drain Treatment” (an organic drain cleaner and treatment) in your drain line and perform a “soft blow” with nitrogen through the lines. If there is no back pressure, we consider the drain un-obstructed and clear at the time of service.

Q: How do I know that you cleared the drain correctly the first time you were out here?

A: Your air conditioning system’s condensation drain will condense 3 to 15 gallons of water per day, every day that it is operating. A drain failure would show up within an hour or so after we left if the obstruction was not cleared. This does not mean that something else cannot become dislodged or stopped up causing another failure.

Q: I just had a new system installed by you 3 days ago, why is the drain not covered?

A: Drains are a peripheral of your home and are not included within the air conditioning equipment that we installed. They are usually in your walls or slab and cannot be replaced without major remodeling of your home’s existing construction.

Q: Why would my drains start failing now and they were not prior to installing the new system?

A: Most drain lines that are 7 years old and older have had constant build up in them from dirt, microbial growth, rust from the previous drain pan, hard water deposits, etc. They are partially restricted and could handle the drain output from your previous system. However, the new air conditioning system are engineered to remove up to 10 times more moisture resulting in more condensation drainage. The old pipes or restrictions simply can’t keep up. In this case, a more extensive service may be required to get those pipes draining well enough to handle the new demand.