



LIMITED WARRANTY

Ductless mini split units require professional installation to make sure that all of the systems will be installed, according to applicable local and state laws and building codes, by a PROFESSIONAL, CERTIFIED AIR CONDITIONING CONTRACTOR who has all proper licenses and insurance as mandated by the local municipalities, states and provinces laws and codes. **ALL WARRANTIES FOR KLIMAIRE DUCTLESS MINI SPLIT UNITS WILL BE VOIDED IF THE SYSTEMS ARE NOT INSTALLED BY THE MENTIONED QUALIFIED CONTRACTORS.**

KLIMAIRE PRODUCTS, INC. ("KLIMAIRE") warrants to the original purchaser its ductless mini split air conditioners and heat pumps against defects in materials and/or workmanship under normal use and maintenance during the Warranty Period. The warranty period commences from the date of original purchase/shipment from Klimaïre. Klimaïre will at its option repair or replace free of charge any functional part(s) that fail(s) due to defects in materials or workmanship. The replacement part(s) can be a new or remanufactured part(s) provided at KLIMAIRE sole discretion, and these parts are warranted for the remainder of the original warranty period, while the unit remains at the original installation site. This warranty is not assignable or transferable to any subsequent purchaser or user.

STANDARD FIRST YEAR COVERAGE (BASE WARRANTY) — Klimaïre will repair or replace free of charge any defective part(s) that fail(s) under normal use that proves to be defective due to materials or workmanship during the first year of original purchase. Parts covered are factory installed: unit fan motors, unit blower wheels or fans, unit thermistors, circuit boards, transformers and relays, unit heaters, reversing valve solenoid, and unit capacitors. All defective part(s) shall be returned to Klimaïre in exchange for the replacement part(s), and it becomes property of Klimaïre.

STANDARD SECOND THRU FIFTH YEAR COMPRESSOR COVERAGE (RESIDENTIAL) — The unit installed in a residence must be owner occupied and single family dwelling. KLIMAIRE will replace free of charge any defective compressor that fails under normal use which proves to be defective due to materials or workmanship from the second to the fifth year from the date of original purchase. Any defective compressor shall be returned to Klimaïre in exchange for the replacement one, and becomes property of Klimaïre.

STANDARD SECOND THRU THIRD YEAR COMPRESSOR COVERAGE (COMMERCIAL) — For all commercial applications including apartments and rental properties, KLIMAIRE will replace free of charge any defective compressor that fails under normal use which proves to be defective due to materials or workmanship from the second to the third year from the date of original purchase. Any defective compressor shall be return to Klimaïre in exchange for the replacement one, and becomes property of Klimaïre.

OPTIONAL EXTENDED LIMITED WARRANTY – An optional extended warranty may be available directly from Klimaïre. Please check for availability and coverage for your state.

PRODUCT REGISTRATION In order to be eligible for coverage under this warranty you must register your product within (60) days from the date of original purchase/shipment from Klimaïre. If registration is not completed within (60) days, the warranty period reverts to the BASE WARRANTY. The return of the owner registration card is not a condition of the warranty coverage. However, please detach and return it so that we can contact you should a question of safety arises which could affect you.

LIMITED WARRANTY EXCLUSIONS & LIMITATIONS – This warranty excludes and does not apply to labor, freight or any other costs associated with servicing, repairing, removing, installing, troubleshooting, travel time to and from the job site, complying with local building and electrical codes, shipping and handling of either defective, or replacements parts, or complete unit, for items that are to be maintained or replaced by the owner, any refrigerant charges, disposal or recovery of refrigerants, damages or repairs required as a result of the use of used and/or recycled refrigerant. Such costs may be covered by a separate warranty provided by the installer. Klimaïre reserves the right to change or modify its warranty at any time.

This limited warranty also excludes (a) service calls when there are no defects in the system covered under this warranty; (b) system installations or set up; (c) adjustments of user controls; (d) repeated calls for the same failure.

THIS WARRANTY DOES NOT COVER damages caused by: (a) APPLICATION OF IMPROPER VOLTAGE; (b) operating the product in a corrosive atmosphere containing chlorine, fluorine, or any other damaging chemicals; (c) oxidation, corrosion, water, water condition, freezing, fire, or other abnormal environmental conditions; (d) installation, modification, alteration, repair, or service by anyone other than an authorized KLIMAIRE dealer or a licensed contractor; (e) improper matching or application of the products or components; (f) lack of scheduled maintenance or failure to provide proof of proper maintenance and service to the product; (g) installation and operation of the product in a manner contrary to the instructions of the manufacturer and/or use of components or accessories not compatible with the unit; (h) failure or damages due to floods, winds, accidents, or other acts of God; (i) lightning, brownouts, blackouts, fluctuations in electrical power, failure to start due to interruption and/or inadequate electrical service; (j) freight damages; (k) failures of equipment or compressors due to incorrect refrigerants contrary to manufacturer's recommendations; (l) defects, failures or damage due to the use of any attachment, accessory or component contrary to manufacturer's recommendations, or other conditions beyond the control of Klimaïre; (m) units installed outside the USA or Canada.

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covered under this warranty; (b) system installations or set up; (c) adjustments of user controls; (d) repeated calls for the same failure.

Owner must supply proof of properly maintaining the equipment over the life of the limited warranty, minimum twice a year, and replacement and/or cleaning filters every month, i.e. we recommend semi-annual preventive maintenance inspections for the entire unit by a licensed service technician.

TO OBTAIN WARRANTY SERVICE. — If you experience a problem please do not call Klimaïre and follow these steps. KLIMAIRE WILL ONLY SUPPORT AND PROVIDE TECHNICAL ASSISTANCE TO ITS DEALERS OR HVAC LICENSED TECHNICIANS.

- 1 - First contact the installer who installed the product for you, then contact the point of sale where you have purchased your product for further assistance with your claim.
- 2 - If the installer-contractor of your product is not available call a licensed HVAC professional who can come and inspect the unit. Beware that there may be a service fee or diagnostic charge which is not covered by the Klimaïre warranty.
- 3 – Provide the service contractor with your receipt of installation and purchase, Klimaïre technical service department will need this information.
- 4 – Call Klimaïre dealer where you purchased your product for assistance.

PROCEDURE FOR THE CONTRACTOR

- 1 – It is recommended that the installer contact Klimaïre technical service department prior to going to the job site in order to schedule an upcoming troubleshooting call. This will secure availability once the service technician is on the job site, as well as provides possible troubleshooting tips prior to arrival.
- 2 – From the job site please call Klimaïre technical support department.
- 3 – Have the model number, incoming line voltage, running amperage, any error codes displayed, refrigerant pressures, ready to share with Klimaïre technical support, and proof of installation, and purchase date.
- 4 – Troubleshoot the problem with technical support service department and follow all of its recommendations.
- 5 – If a replacement part is required provide the shipping address and the phone number so that the part can be shipped as soon as possible. Klimaïre reserves the right to request any defective part or piece of equipment being replaced to be returned to Klimaïre in exchange for the new one.
- 6 – In order to receive the replacement part or piece of equipment proof of date of purchase and copy of the professional certified air conditioner contractor's receipt. All proofs must clearly show:
 - a) The installer/contractor's name, phone number, and date of installation showing model and serial numbers.
 - b) The original invoice from where the unit is purchased from.

If the above information is not available at the time of requesting parts, Klimaïre will sell the parts which will be fully refundable if the above information is provided within 10 calendar days.

PRODUCT INSPECTION – Klimaïre reserves the right to inspect before replacing any part that is found to be defective. If it is determined that the part(s) is factory defective in workmanship or material as outlined in this warranty, Klimaïre will replace it free of charge. Any defective part must be made available to KLIMAIRE in exchange for the replacement part and becomes property of Klimaïre.

No one is authorized to change this LIMITED WARRANTY in any respect, or create any other obligation or liability in connection with this product; (b) the equipment rating plate must not be removed, altered, or defaced.

YOUR ONLY REMEDIES ARE PROVIDED IN THIS LIMITED WARRANTY. ANY EXPRESS WARRANTY NOT PROVIDED HEREIN, AND ANY REMEDY WHICH, BUT FOR THIS PROVISION, MIGHT ARISE BY IMPLICATION OR OPERATION OF LAW, IS HEREBY EXCLUDED AND DISCLAIMED. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR ANY PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO A TERM OF ONE YEAR FROM THE DATE OF ORIGINAL INSTALLATION. UNDER NO CIRCUMSTANCES SHALL KLIMAIRE BE LIABLE TO THE OWNER OR ANY OTHER PERSON FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THIS PRODUCT, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT OR OTHERWISE.

Some states of the U.S.A. allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental, special or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state in the U.S.A. This warranty is not transferable.

TO REGISTER YOUR PRODUCT(S) PLEASE VISIT www.Klimaïre.com

For warranty service or customer support:
Klimaïre Products, Inc. Attn: Customer Service
2190 NW 89 Place – Doral, FL 33172
Phone: 1-800-281-COOL (2665)
Email: customerservice@klimaïre.com

Please Keep This Information With Your Copy of the Klimaïre Registration Form

Important Information

Dealer/Seller's name

Dealer/Seller's phone number

Installer's name

Installer's phone number

Installation date

Model & Serial Numbers

Model Number

Serial Numbers

Model Number

Serial Numbers