

# DUCTLESSAIRE LIMITED MINI SPLIT WARRANTY

- A. ONE YEAR PARTS BASE WARRANTY:** DuctlessAire products are covered under warranty to the original registered owner for malfunctions due to improper factory workmanship and/or defective materials under normal wear and tear during the one year warranty period beginning from the date of installation but not exceeding 18 months after the registered owner's purchase date. Should a replacement part be needed, DuctlessAire will provide the replacement part free of charge and will continue warranty coverage for the remainder of the original one year product warranty period. All shipping and handling costs under this warranty will be the responsibility of the registered owner.
- B. 5 YEAR COMPRESSOR WARRANTY –** During the 5 year compressor warranty period beginning from the date of installation but not exceeding 66 months after the registered owner's purchase date, should the compressor fail due to improper factory workmanship and/or defective material, DuctlessAire will furnish a replacement compressor at no charge, except for the shipping and handling costs which is the registered owner's responsibility. (See Section D below) Apartment complexes are covered by a 1 year compressor warranty only.
- C. MAINTENANCE REQUIREMENTS:** In order for these warranties (A & B above) to be valid, the original products must be:
- 1) Properly registered (See E. Below),
  - 2) Installed by a currently licensed HVAC technician in accordance with state and local code regulations, good trade practices and manufacturer's instructions,
  - 3) Covered by a currently licensed HVAC company's maintenance plan consistent with the manufacturer's maintenance recommendations, and
  - 4) The defective part must be returned to DuctlessAire in exchange for the replacement part.
- D. IMPORTANT REGISTRATION REQUIREMENTS:** In order to be eligible for coverage under this warranty in its entirety, all equipment/products must be registered with DuctlessAire within (10) Business days of the completed installation. If registration is not completed within (10) business days, the warranty period reverts to one year from the date of shipment from DuctlessAire. The return of the owner registration card is not a condition of the warranty coverage but does limit coverage as expressed herein. Please complete the registration card and return it to the address on the card and keep a copy for your files. We recommend you keep your copy filed with the HVAC installation receipt and paid invoice for warranty proof as well as a copy of your maintenance plan. Once your registration card is mailed to the address provided on the registration card and received, DuctlessAire will have your registration information on file for full warranty coverage and will also enable DuctlessAire to contact you regarding your product in the future should the need arise.
- E. RETURN POLICY:** Defective part (s) must be returned to DuctlessAire in exchange for the replacement part (s) and will become the property of DuctlessAire. All shipping and handling charges incurred will be the responsibility of the registered equipment/product owner. The registered owner will be required to present proof of the original date of installation of the product, and/or a copy of the product registration card in order to establish the effective date of the warranty. Otherwise the effective date will be deemed to be the date of shipment from DuctlessAire.
- F. TO OBTAIN WARRANTY SERVICE:** Should a problem arise with your equipment/product, contact the original installation licensed HVAC contractor and/or the licensed HVAC unit maintenance plan contractor. If it is determined by the licensed HVAC contractor that a placement part/product is needed, the registered owner must be in compliance with warranty requirements as specified herein and may be required to provide documented proof, i.e. warranty card, HVAC installation receipt and paid invoice, maintenance plan, etc.
- G. THIS WARRANTY DOES NOT INCLUDE:** Labor costs or any other costs incurred after receipt of original product order, including but not limited to: Equipment/Product/Systems installation or set up, any service and repair costs, equipment/product removal and disposal, local building and electrical codes compliance responsibilities, secondary or consequential property damages for any reason, shipping and handling for returned

defective equipment/products, replacements parts, compressors or complete units. Freon, recovery and any soldering cost is not covered. This warranty does not cover damages caused by: (a) accident, abuse, negligence, or misuse; (b) operating the product in a corrosive atmosphere containing chlorine, fluorine, or any other damaging chemicals; (c) oxidation, corrosion, water, condensation damages, water conditions, freezing, fire, or other abnormal environmental conditions; (d) improper matching or application of the products or components; (e) lack of scheduled maintenance or failure to provide proof of proper maintenance and service to the product according to the manufacturer's instructions; (f) installation and operation of the product in a manner contrary to the instructions of the manufacturer; (g) failure or damages due to floods, winds, accidents, lightning, brownouts, blackouts, fluctuations in electrical power, failure to start due to interruption and/or inadequate electrical service or other acts of God or nature; (h) freight damages; (i) equipment used in a manner contrary to the Operating Instructions; (j) failures of equipment or compressors due to incorrect refrigerants contrary to manufacturer's recommendations and/or damages or repairs required as a result of the use of used and/or recycled refrigerant; (k) defects, failures or damage due to the use of any attachment, accessories or components contrary to manufacturer's recommendations, or other conditions beyond the control of DuctlessAire; (l) labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling or either defective and/or replacement parts or new units, and lubrication; (m) installation, modification, alteration, repair, or service by anyone other than an authorized DuctlessAire dealer or a licensed contractor. This limited warranty also excludes all costs of installation, disconnection or dismantling the product, parts used in connection with normal maintenance such as filters or belts and owner-required maintenance that are responsibility of the registered owner, any refrigerant charges, disposal or recovery of refrigerants. Consult the instructions enclosed with the product for information regarding recommended maintenance.

- H.** (a) No one is authorized to change this LIMITED WARRANTY in any respect, or to create for us any other obligation or liability in connection with this product; (b) the equipment rating plate must not be removed, or altered, or defaced.
- I.** 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 THE TERM OF THIS WARRANTY. UNDER NO CIRCUMSTANCES SHALL DUCTLESSAIRE 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
- J.** Mismatched equipment will void all warranties.
- K.** The unit must be installed and located in the 50 states of the United States of America or Canada.
- L.** This limited warranty applies only while the unit remains at the site of the original installation and still in possession of the registered owner. This warranty is not transferable.

## For Warranty Service and Repair:

DuctlessAire Service Center  
6221 Monticello Rd  
Columbia SC 29203  
Tel # (803)799-2828  
Fax # (803)799-2829  
Email: info@ductlessaire.com  
Web-Site: www.ductlessaire.com