

# LIMITED PRODUCT WARRANTY REGISTRATION CARD

# DuctlessAire

## Purchase Information

|                   |                     |
|-------------------|---------------------|
| Owner Name:       | Date of purchase:   |
| Name of Retailer: | Retailers Invoice # |
| Model # Indoor:   | Model # Outdoor:    |
| Serial # Indoor:  | Serial # Outdoor:   |

## Installation Information

|   |
|---|
| Date of Installation:                     |
| Name of Installation Company / Installer: |
| Currently Valid Installers HVAC License # |

## HVAC Technician Checklist

### Must be Fully Filled out Immediately After Installation is Complete

|   |   |
|---|---|
| <input type="checkbox"/> Are you licensed HVAC contractor/technician?   | <input type="checkbox"/> Is each unit checked for obvious damage? |
| <input type="checkbox"/> Do you have all tools listed below for the proper installation?  |   |
| <b>Tools for proper installation:</b> Screw Driver, Hand & Core Drills, Hex. Wrench (Large side: 4mm, 5mm), Metric Torque Wrench in NM for mini split installation, Metric Allen Wrench Set, Volt and Ohm Meter, Gauges, R410A mini split hose adaptor, Micron Gauge, Metric 45° flaring block, Vacuum pump, Gas Leak Detector & Soap water, Thermometer, Dry Nitrogen, HVAC oil. |   |
| Supply power V/Ph/Hz measured at circuit breaker to the Outdoor unit: _____ Indoor: _____   |   |
| Incoming power V/Ph/Hz measured at terminal blocks of the Outdoor unit: _____ Indoor: _____   |   |
| Wire Gauge & Qty. between circuit breaker/disconnect switch to Outdoor unit: _____  |   |
| Wire Gauge & Qty. between Outdoor unit & Indoor Unit: _____   |   |
| <input type="checkbox"/> Did you follow procedure below to make proper connections? <b>Lineset must be a minimum of 10ft</b>  |   |
| With metric torque wrench and back up wrench slowly tighten flare connections to the specified torque settings listed in the installation manual and no more? Over tightening can mash the copper and cause leak on the connection with the only remedy to cut copper and re-flare with 410a 45° flaring tool specified just for mini split applications.                         |   |
| <input type="checkbox"/> Did you pressurize the system with dry nitrogen to 350 psi, leak test and hold at this pressure for minimum 10 minutes?  |   |
| <input type="checkbox"/> Did you test with soap bubbles and find no leak?   |   |
| <input type="checkbox"/> Did you proceed with vacuum to minimum of 500 microns close gauges, stop vacuum, hold for 10 minutes (with vacuum pump off and gauges are in closed position), check for leaks and only then let refrigerant be loose from the machine?  |   |
| <input type="checkbox"/> Did you use color coded wiring and checked that all color codes match designated terminals from indoor to outdoor unit, eliminating possibility of burning the control board?  |   |
| <input type="checkbox"/> Did you insure that condensate drain pan or pipe checked for any leakage?  |   |
| Refrigerant Suction Pressure PSI: _____ Outdoor Ambient Temperature: _____  |   |
| <input type="checkbox"/> Did you test system for at least 30 minutes?   |   |
| <input type="checkbox"/> Did you explain or teach end user(s) clearly the right operation or normal maintenance of the system?  |   |
| <input type="checkbox"/> Does your company provide 1 year labor warranty after the installation?  |   |
| We recommend homeowner to get one year labor warranty from the installation company.  |   |
| <input type="checkbox"/> Does your company provide and will follow installation/service warranty policy?  |   |

To Validate the Factory Warranty End User has to mail within 10 business days of the completed installation the fully completed and signed warranty registration card along with a copy of invoice from the currently licensed HVAC technician/company to DuctlessAire, POB 34, Ballentine, SC 29002

# DUCTLESSAIRE LIMITED MINI SPLIT WARRANTY

©2013 Ductless Supply LLC

**A. 90 DAYS PARTS AND COMPRESSOR BASE WARRANTY:** DuctlessAire products are covered under warranty to the original non-registered owner for malfunctions due to improper factory workmanship and/or defective materials under normal wear and tear during the 90 days warranty period beginning from the date of purchase. In order for the base warranty to be valid, the original products must be installed by a currently licensed HVAC company in accordance with state and local code regulations, good trade practices and manufacturer's instructions. In states or municipalities where state or local licenses are not required a NATE certification will be honored. The non-registered owner will be required to present proof of the original date of purchase, HVAC installation receipt. The defective part must be returned to DuctlessAire in exchange for the replacement part. All shipping and handling costs under this warranty will be the responsibility of the non-registered owner.

**B. TO QUALIFY FOR EXTENDED PARTS WARRANTY (SECTION E. BELOW) 91-365 DAYS EXTENDED PARTS WARRANTY:** DuctlessAire products are covered under warranty to the original registered owner (see section E. below) for malfunctions due to improper factory workmanship and/or defective materials under normal wear and tear (see section D. below) during extended warranty period beginning from the day 91 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.

**C. TO QUALIFY FOR EXTENDED COMPRESSOR WARRANTY (SECTION E. BELOW): 91-1825 DAYS EXTENDED COMPRESSOR WARRANTY:** During the extended compressor warranty period beginning from the day 91 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 (see section D. below), DuctlessAire will furnish a replacement compressor at no charge, except for the shipping and handling costs which is the registered owner's responsibility. Maximum of one compressor will be covered during extended warranty period as long as all requirements of sections E. and F. below have been met.

**D. MAINTENANCE REQUIREMENTS:** In order for these warranties (B & C above) to be valid, the original products must be:

- 1) Properly registered (See E. Below),
- 2) Installed by a currently licensed HVAC company 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.

**E. QUALIFYING FOR EXTENDED WARRANTY REGISTRATION IS NECESSARY:** In order to be eligible for coverage under extended 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 90 days from the date of purchase. 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 extended warranty coverage and will also enable DuctlessAire to contact you regarding your product in the future should the need arise.

**F.** Commercial applications are covered to the original base warranty (see section A. above) and are not eligible for extended warranty of sections B. and C. above.

**G. 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 equipment/product owner.

**H. TO OBTAIN WARRANTY SERVICE:** Should a problem arise with your equipment/product, contact the original installation licensed HVAC company and/or the licensed HVAC unit maintenance plan contractor. If it is determined by the licensed HVAC contractor that a replacement part/product is needed, the 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.

**I. 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.

**J.** (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.

**K. 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 IS 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**

**L.** Mismatched equipment will void all warranties.

**M.** The unit must be installed and located in the 50 states of the United States of America or Canada.

**N.** 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