

Limited Product Warranty

The **Limited Product Warranty** is a statement about **iAIRE**'s integrity as a designer and Manufacturer. Products manufactured and branded by **iAIRE** are warranted to be free from defects in material and workmanship under normal use and maintenance. The **Limited Product Warranty** is for a specified period as described in the **EFFECTIVE WARRANTY PERIOD** defined below.

EXCLUSIONS FROM THE LIMITED PRODUCT WARRANTY

Standard warranty does not cover:

1. Shipping, labor, or material charges.
2. Damages resulting from transportation, installation, or servicing.
3. Damages resulting from accident, abuse, fire, flood, acts of God, or alteration for any reason (tampering, altering, defacing, or removing the product serial number will also serve to void this warranty).
4. Damages resulting from use of the product in a corrosive atmosphere.
5. Damages resulting from inadequacy or interruption of electrical service or fuel supply, improper voltage conditions, blown fuses, or other like damages.
6. Cleaning or replacement of filters.
7. Damages resulting from failure to properly and regularly clean air and/or water side of condenser and evaporator.
8. Damages resulting from: (i) freezing of condenser water or condensate; (ii) inadequate or interrupted water supply; (iii) use of corrosive water; or (iv) fouling or restriction of the water circuit by foreign material or like causes.
9. Damages resulting from operation with inadequate supply of air or water.
10. Damages resulting from use of components or accessories not approved by **iAIRE** (vent dampers, etc.).
11. Unit relocation from its original installation site will void the warranty.
12. Parts not supplied or approved by **iAIRE**, or damage caused by said parts.
13. Increase in fuel or electric cost.
14. Failures or damages resulting from improper selection, installation, or application of equipment other than that which is specified in **iAIRE** Product information publications.
15. **iAIRE** provides **NO** warranty on any sale of **iAIRE DOAS** product where the **START-UP** has not been completed prior to the Warranty Claim.
16. Any sales of equipment, parts or services to a party located outside of the Continental United States (48 contiguous states) plus Hawaii.

Effective Warranty Period

The **EFFECTIVE WARRANTY PERIOD** is dependent on the type of product sold by **iAIRE** to the **CUSTOMER** as follows:

HVAC PRODUCT WARRANTY PERIOD

The **EFFECTIVE WARRANTY PERIOD** for **iAIRE HVAC** product such as **AIRFLOW MONITORING PRODUCTS, econoDRY, ECONOMIZER PRODUCTS, ERV's** and **ACCESSORY** products is twelve (12) months from the **DATE of SHIPMENT** by **iAIRE** to the original **CUSTOMER**. This **EFFECTIVE WARRANTY PERIOD** specifically **DOES NOT** include **Solar HVAC** ("Field Installed" & "Factory Installed" Commercial units and residential units), **Humidimax, trueVAV, ultraDRY, and ultraGROW** products.

IONIZATION and CONTROLS PRODUCT WARRANTY PERIOD

The **EFFECTIVE WARRANTY PERIOD** for all **iAIRE IONIZATION** and **CONTROLS PRODUCT** is thirty (30) months from the **DATE of SHIPMENT** by **iAIRE** to the original **CUSTOMER**.

ultraGUARD WARRANTY PERIOD

The **EFFECTIVE WARRANTY PERIOD** for all **iAIRE ultraGUARD** products is twelve (12) months from the **DATE of SHIPMENT** by **iAIRE** to the original **CUSTOMER**. The sole and exclusive remedy is the re-application, and/or repair of defective coating. There are no other remedies or warranties, expressed or implied, including but not limited to the warranties of merchantability and fitness for a particular purpose.

DOAS PRODUCT WARRANTY PERIOD

The **EFFECTIVE WARRANTY PERIOD** for **iAIRE DOAS** product such as **trueVAV, ultraDRY, Humidimax** and **ultraGROW** is the earlier of 1) twelve (12) months from the **START-UP DATE** which is performed by an **iAIRE** Factory Authorized Technician or 2) eighteen (18) months from the **DATE of SHIPMENT** of the **DOAS** product from **iAIRE** to the **CUSTOMER**.

Combination heating and cooling systems have only one **START-UP DATE** and therefore, warranty coverage begins on this date. It is expected that both heating and cooling cycles will be thoroughly tested at **START-UP** for correct operation.

If there is a failure of an **iAIRE DOAS** product or related parts prior to the **START-UP** of the **DOAS** unit, then **iAIRE** warranty coverage will include the parts and labor necessary to allow the **iAIRE** Factory Authorized Technician to perform the **START-UP** operation and commence operation of the **DOAS** unit. After the **START-UP DATE**, **iAIRE**'s warranty coverage will be limited to **ONLY** replacement parts.

SOLAR HVAC RESIDENTIAL PRODUCT WARRANTY PERIOD

The **EFFECTIVE WARRANTY PERIOD** for an **iAIRE Brand Z Solar HVAC** residential unit for all parts shall be one hundred twenty (120) months from the **DATE of SHIPMENT** of the product by **iAIRE** to the original **CUSTOMER**.

The **EFFECTIVE WARRANTY PERIOD** for a **Solar HVAC** package added to another manufacturer's condenser unit provided to **iAIRE** by the customer shall be one hundred twenty (120) months for compressors **only** from the **DATE of SHIPMENT** of the product by **iAIRE** to the original **CUSTOMER**.

The **EFFECTIVE WARRANTY PERIOD** for any other brand **Solar HVAC** package where **iAIRE** provides the condenser and **Solar HVAC** addition shall be one hundred twenty (120) months from the **DATE of SHIPMENT** of the modified product by **iAIRE** to the original **CUSTOMER**.

iAIRE's warranty coverage will be limited to replacement parts **ONLY**.

SOLAR HVAC "Field Installed" COMMERCIAL PRODUCT WARRANTY PERIOD

The **EFFECTIVE WARRANTY PERIOD** for an **iAIRE Solar HVAC "Field Installed"** Commercial unit that is installed at the **Customer's** or **End User's** location is twelve (12) months from the **START-UP DATE** which is performed by an **iAIRE** Factory Authorized Technician.

The **EFFECTIVE WARRANTY PERIOD** for the compressor on a **Solar HVAC** commercial "Field Installed" unit shall be sixty (60) months less the age of the HVAC unit as determined by the original installation date of the HVAC unit upon which the solar panel array, VFD and sensors are installed. So, for example, if the **Solar HVAC** commercial unit is "Field Installed" on a HVAC unit on January 1, 2022, and the original date of installation of the HVAC unit at the **END USER'S** location was July 1, 2019, then there would be an **EFFECTIVE WARRANTY PERIOD** for the compressor of thirty (30) months from the **START-UP DATE** of the **Solar HVAC** unit.

iAIRE's warranty coverage will be limited to replacement parts **ONLY**.

SOLAR HVAC "Factory Installed" COMMERCIAL PRODUCT WARRANTY PERIOD

The **EFFECTIVE WARRANTY PERIOD** for an **iAIRE Solar HVAC** "Factory Installed" Commercial unit that is installed at **iAIRE's** plant is eighteen (18) months from the **DATE of SHIPMENT** to the original **Customer**.

The **EFFECTIVE WARRANTY PERIOD** for the compressor on a **Solar HVAC** commercial "Factory Installed" unit shall be sixty (60) months from the **DATE of SHIPMENT** of the product by **iAIRE** to the original **CUSTOMER**.

iAIRE's warranty coverage will be limited to replacement parts **ONLY**.

The **EFFECTIVE WARRANTY PERIOD** for **Stainless-Steel Drain Pans** and **Stainless-Steel Heat Exchangers** installed in **iAIRE DOAS** units is twenty (20) years from the **DATE of SHIPMENT** by **iAIRE** to the original **CUSTOMER**.

The following two sections titled **Compressor Policy** and **Labor Allowance Policy** apply **ONLY** to compressor and labor issues involving **DOAS** units sold by **iAIRE** to a **CUSTOMER**. These policies do not apply to any other **iAIRE** product.

Compressor Policy

DEFECTIVE HERMETIC COMPRESSORS

iAIRE CUSTOMERS are required to promptly file compressor warranty claims. Late compressor claims are subject not only to late filing fees but also claims reversal should the vendor warranty expire as a result of delayed filing. **iAIRE CUSTOMERS** are responsible for promptly returning compressors directly to the compressor vendor. Be certain the compressor is returnable, as additional fees apply if compressors beyond vendor warranty are returned.

Compressors for each Manufacturer should be consolidated onto skid loads, when possible, and returned at least once per month. Under no circumstance should any compressor be held more than one month. Any compressor returned improperly is subject to additional fees, freight, and reversal of claims credit.

Shipping Procedures for Hermetic Compressors

1. Include a copy of the claim form with each shipment.
2. Seal all open refrigerant connections to prevent any contamination or spillage. The shipment must be physically prepared to insure the safe, secure, and acceptable transport to the designated locations.

NOTE: Under no circumstances should a compressor be returned to the vendor that contains a positive charge of refrigerant. Units suspected of containing refrigerant will be refused and returned to the sender.

3. Bill of Lading and freight bill must list the number of pieces being shipped.

Bills of Lading must state:

*A Gas or Liquid Compressor, Old, Used, Per item NMFC = 123275 Sub 2.
Actual Value not exceeding \$1.50 per pound.
Density not less than 30 lbs. per cubic foot.*

Do not cover the nameplate on the compressor with paperwork or tags.

Warranty Claim Tags must be filled out completely with the following information, before full warranty credit will be given:

- Failed Model and Serial Number
 - Install/Fail Dates
 - Replacing Model and Serial Number
4. Ship the defective compressor to the appropriate address, collect, via carriers specified by **iAIRE** Customer Service.

iAIRE retains the right to refuse or adjust warranty credit to the **CUSTOMER** for any compressor return made in violation of the policy.

Scrapping Hermetic Compressors

Compressors authorized for scrapping must be in accordance with the following procedures.

- The compressor data plate must be retained for all scrapped compressors and may be requested by **iAIRE** through desktop audits.
- Compressors that are eligible for scrapping should not be returned to the vendor.
- Indicate failed compressor serial number and the new compressor serial number on the claim.

Scrapped compressors are to be properly disposed of within thirty days.

Scrapped compressors may not be sold for any purpose other than salvage value.

Start-Up and Labor Allowance Policy

START-UP and LABOR ALLOWANCE POLICY

iAIRE provides allowances for the reimbursement of specific repair costs relating to **START-UP** failure of its products as defined in the following sections. Labor allowance is only given up to the point when the **START-UP** is performed by an **iAIRE** Factory Authorized Technician. There is **NO** labor allowance warranty after the **START-UP DATE** is completed. All labor invoices must be itemized and **iAIRE** will **NOT** pay for any labor at a rate more than \$125 per hour. If a **CUSTOMER** believes that labor needs to be performed on an **iAIRE** product, then the **CUSTOMER** must get pre-approval in writing from **iAIRE** before the labor is performed. **iAIRE MAY** deny all labor and part claims from the **CUSTOMER** related to any labor not pre-approved by **iAIRE**.

Abnormal Product Defect Occurrence

In the event of an abnormal failure rate of components or parts, the Manufacturer of these components or parts may establish special terms that go beyond the standard warranty terms for the purpose of giving relief to equipment owners and/or handlers for excessive incurred costs. The Labor repairs during this period are defined as the labor required to replace or repair a defective component, assembly, or sub-unit, in lieu of replacing the entire unit or portion of the unit by **iAIRE**.

Combined efforts of the Manufacturer and **CUSTOMERS** are required to track the unit or component location, to correct the abnormal failure and to deliver prompt reimbursement to the affected parties. Notification of such an occurrence will be made by **iAIRE** and communicated in a "Service Letter" to Distribution.

Repairs made during this period are limited to replacement of the original defective compressor, labor, filter drier, and refrigerant.

DOA Start-Up Allowances

Labor allowances apply only to those situations where defects have occurred directly because of factory workmanship and/or materials. Reimbursement will not

be allowed in situations where damage has been sustained because of misapplication, transportation, or improper installation on the part of the installing contractor (see "**Exclusions from the Limited Warranty**").

START-UP failure iAIRE Will Pay For:

- Labor to repair/replace the defective component at normal service rates and not to exceed the maximum time allowed.
- Crane service allowance up to \$150.00 per failed compressor or 7.5 hp motor. All claims for crane allowances greater than \$150.00 must be supported by the rigging company's invoice.
- The time for replacement of liquid/discharge line driers is included with every refrigerant circuit leak or compressor replacement. Cost for line driers is approved and must be claimed as a parts warranty when replacing in conjunction with a leak repair or a compressor repair or replacement.
- Recovered non-contaminated refrigerant must be re-used in the refrigerant circuit, with exception to a severe compressor electrical burnout. Supplemental refrigerant added to the system will be credited at \$21.00 per pound for R410A.
- **iAIRE** retains the right to cap any payment rate without notice.

iAIRE Will Not Pay For:

- Labor on any compressor or refrigerant circuit leak where the appropriate line/discharge drier is not replaced in conjunction with the compressor repair/replacement or repair of the refrigerant leak.
- Labor at premium or overtime rates.
- Labor in excess of the maximum hours or rates allowed.
- Diagnostic labor time.
- Service charges, refrigerant recovery charges or service equipment rental charges. Mileage/travel reimbursement of any sort.
- Miscellaneous material such as solder, couplings, brazing alloy, nitrogen, oxygen, etc.
- Freight for replacement compressors or components.
- Taxes or other special fees incurred.
- Other Manufacturer's compressors or parts unless permission has first been authorized by your **iAIRE** Customer Service contact.
- Labor on all accessories.
- Labor for non-**iAIRE** Parts.

*Note: Allowances for multiple repairs are not cumulative. Contact **iAIRE** Customer Service for guidance. Authorization for non-**iAIRE** part replacements must be obtained through **iAIRE** Customer Service.*

Submitting Timely Claims

iAIRE requires that warranty claims be submitted on a timely basis. **CUSTOMERS** are requested to notify **iAIRE** as soon as a problem is discovered, and it is **iAIRE**'s intent to resolve and pay for all warranty liabilities on a current basis.

The **CUSTOMER** will start the **RMA** process by contacting **iAIRE** Customer Service. Customer service will work with the customer and discuss the steps necessary to either have the product repaired in the field or have the part exchanged for a new part. If a part exchange is happening, **iAIRE** will send the **CUSTOMER** a box with the new part in it. The box will have a return label with freight prepaid in the box. The **CUSTOMER** will put the bad part in the box and ship it back to **iAIRE**. It is important to provide this documentation in a timely manner or a claim may be denied. **iAIRE** retains the right to deny any claims if the requested documentation is not provided within 45 days of the date the part being sent to the customer.

iAIRE may charge a restock fee (minimum \$25.00) on all returns as follows:

Days from Shipment Date	Restock Fee
0-359 Days	25%
>359 Days	100%

AUDITS

iAIRE, at its discretion, may conduct audits. The purpose of such audits would be to (1) determine that repairs were made in accordance with current **iAIRE Limited Product Warranty** policy and (2) all warranty policy and procedures have been followed throughout the distribution channel.

The number of documents requested will be based on claim volume following a standard statistical sampling method. The sample sizes, therefore, will be randomly selected and relatively small. **iAIRE** may request:

- **CUSTOMER** Credits.
- Proof of Installs.
- Compressor Data Plates.
- Equipment Data Plates.
- Sales Invoices for Service Parts Claims.
- Invoices or Service Work Orders.
- Bill of Lading Documents for compressor returns (The failed compressor serial numbers must be indicated on the bill of lading).

WARRANTY CLAIM STATUS

iAIRE does not send out a monthly warranty claims statement. It is the responsibility of the **CUSTOMER** to check the status of all submitted claims. If there are any questions regarding the status of claims, the **CUSTOMER** should contact **iAIRE** Customer Service for assistance.

Parts Policy

Use of iAIRE Parts

All replacement parts should be purchased from **iAIRE** unless otherwise authorized by your **iAIRE** Customer Service.

GENERAL PARTS POLICY and PROCEDURES

- **CUSTOMER** is responsible for collecting and holding all failed component parts for 30 days from credit and/or having in place a defined audit program that insures 1) the claimed component part is in fact defective and 2) the equipment listed on the warranty claim was in fact serviced.
- **iAIRE** reserves the right to refuse credit for components that are later found to be in working condition.
- Scrapped **iAIRE** components may not be sold for any purpose other than salvage value.
- **iAIRE** warrants **iAIRE** Service Parts for the 12-month period following their installation or remainder of the original equipment warranty whichever is greater. In the event of a replacement part failure within the warranty period, a new part will be furnished freight collect.
- A warranty claim must be properly completed documenting the failure before credit will be issued.
- **There is no provision for labor allowances on any iAIRE service parts including replacement compressors.**

PARTS RETURNS PROCEDURES

(Compressors excluded)

When **iAIRE** sends out replacement parts, **iAIRE** will create a prepaid shipping label to be used on the package(s) in which the defective product will be returned to **iAIRE** by the **CUSTOMER**. The defective product must be returned to **iAIRE** by the **CUSTOMER** within 30 days of the date that **iAIRE** sends the replacement part to the **CUSTOMER**.

At **iAIRE**'s discretion, **iAIRE** will perform audits to ensure compliance with parts policy and procedures.

iAIRE reserves the right to charge **CUSTOMERS** for any additional loss of value to **iAIRE** resulting from materials wrongfully scrapped.

iAIRE reserves the right to adjust or refuse credit for any claim submitted for defective components, which have been wrongfully scrapped. Moreover, **iAIRE** reserves the right to charge **CUSTOMERS** for any additional loss of value to **iAIRE**.

Service Letters & Concessions Policy

SERVICE LETTERS POLICY

A "*Service Letter*" is an official **iAIRE** correspondence signed by **iAIRE** Customer Service.

Service Letters are published to address specific issues outside the context of the **iAIRE Limited Warranty Policy**. In these cases, a *Service Letter* will serve to convey information regarding various subject matters such as:

- Labor allowance for a specific repair/replacement procedure.
- Epidemic failure notice relating to a certain equipment and/or component part.
- Technical notifications and field "rework" procedures.
- Changes in the standard warranty or allowance provisions.

The content of all **iAIRE** *Service Letters* implies **iAIRE**'s **Limited Warranty Policy** is in effect unless specifically stated otherwise in the letter. Should a *Service Letter* alter the **iAIRE Limited Warranty Policy**, the provisions will be clearly stated in the letter and will reference a control number to identify the addendum to the policy. Claims referencing a *Service Letter* must note the *Service Letter* control number on the claim form.

Product/Component Recalls

It may be necessary to recall specific components. Should **iAIRE** determine a need to recall any component for any reason, a special letter will be issued detailing the recall instructions.

CONCESSIONARY POLICY

Occasionally, an unusual circumstance may occur that is not specifically covered under **iAIRE's Limited Standard Warranty**. These special occurrences resulting in out-of-policy warranty claims are expected to be infrequent. In these special situations, the **CUSTOMER** is expected to contact its **iAIRE** Customer Service contact to determine if a concession to the warranty policy is in order prior to filing a claim. If it is determined that **iAIRE** should approve the claim out-of-policy, then credit will be issued by **iAIRE**. The following circumstances always require **iAIRE** approval:

1. Equipment Change-outs, excluding coils
2. Non-**iAIRE** parts purchases
3. Coverage beyond the standard warranty policy

Equipment Change-outs

- Only an authorization by **iAIRE** Customer Service can approve an equipment change-out.
- All scrapped equipment must be communicated to **iAIRE** Customer Service.
- Once equipment is scrapped in the field, all related warranties are voided.
- The equipment data plate must be pulled and retained for all scrapped equipment; except when units are sent to **iAIRE** for engineer testing via field service request.
- Equipment data plates are subject to **iAIRE** audits.
- A warranty claim must be properly completed documenting the failure and referencing an RMA number.
- Scrapped equipment should be disposed of and removed from the installation site 30 days after credit has been issued.
- Scrapped equipment may not be sold for any purpose other than salvage value.

Use of Non-**iAIRE** Parts

In the case where **iAIRE** has issued approval to use a non-**iAIRE** part during an equipment repair, the following conditions will apply:

- **iAIRE** will credit for the purchase price of the replacement part.
- **iAIRE** will credit the cost of component towards a new unit.
- The sales invoice and an **RMA** number must be entered on the claim.
- Freight charges are the responsibility of the **CUSTOMER**.

*NOTE: **iAIRE** will not be liable for any warranty coverage extended by any reseller of **iAIRE** product to the purchaser of **iAIRE** product that has not been documented explicitly in writing by **iAIRE**. The use or implication of the **iAIRE** name with any additional warranty or statement of coverage is strictly prohibited.*

ORDER CANCELLATION POLICY

If a **CUSTOMER** desires to cancel an existing Purchase Order with **iAIRE**, the following policies shall apply:

1. For **iAIRE** products known as **ultraDRY, Humidimax, ultraGROW, trueVAV** and **ERV**, the **CUSTOMER** shall **NOT** be able to cancel the order once **iAIRE** has purchased the base unit to be used to fulfill the order from the manufacturer. However, if **iAIRE** can cancel the order for the base unit from the manufacturer, **iAIRE** shall invoice and the **CUSTOMER** shall pay a twenty percent (20%) cancellation fee of the original Purchase Order amount unless the manufacturer of the base unit invoices **iAIRE** a cancellation fee of greater than twenty percent (20%) of the original Purchase Order amount, in which case the cancellation fee invoiced by **iAIRE** and paid by the **CUSTOMER** shall be the manufacturer's cancellation fee.
2. For **iAIRE** products known as **AIRFLOW MONITORING, econoDRY, IONIZATION, CONTROLS, MagnaDRYultra, ECONOMIZER, Solar HVAC Residential, and Modifications** the cancellation fee invoiced by **iAIRE** and paid by the **CUSTOMER** shall be twenty percent (20%) of the original Purchase Order amount if the modification product has **NOT** been installed in the **CUSTOMER's** unit. If the modification product has been installed in the **CUSTOMER's** unit, then **NO** cancellation of the Purchase Order shall be allowed, and the **CUSTOMER** shall be responsible for the full amount of the Purchase Order.
3. For **iAIRE** products known as **Solar HVAC Commercial** where **iAIRE** has **NOT** purchased the base unit for the modification, the cancellation fee invoiced by **iAIRE** and paid by the **CUSTOMER** shall be twenty percent (20%) of the original Purchase Order amount if the modification product has not been installed in the **CUSTOMER's** unit. Where **iAIRE** has **NOT** purchased the base unit for the modification and the modification product has been installed in the **CUSTOMER's** unit, then **NO** cancellation of the Purchase Order shall be allowed, and the **CUSTOMER** shall be responsible for the full amount of the Purchase Order. In cases where **iAIRE** has purchased the base unit for modification, the **CUSTOMER** shall **NOT** be able to cancel the order once **iAIRE** has purchased the base unit to be used to fulfill the order from the manufacturer. However, if **iAIRE** can cancel the order for the base unit from the manufacturer, **iAIRE** shall invoice and the **CUSTOMER** shall pay twenty percent (20%) of the original Purchase Order amount cancellation fee unless the manufacturer of the base unit invoices **iAIRE** a cancellation fee of greater than twenty percent (20%) of the original Purchase Order amount, in which case the cancellation fee invoiced by **iAIRE** and paid by the **CUSTOMER** shall be the manufacturer's cancellation fee.

4. For **iAIRE** products known as **ACCESSORY** there will be a cancellation fee of twenty percent (20%) of the original Purchase Order amount if the **ACCESSORY** product is an **iAIRE** supplied part that has **NOT** been installed in the **CUSTOMER** unit. If the **ACCESSORY** part is an **iAIRE** supplied part that has been installed in the **CUSTOMER's** unit, the **CUSTOMER** shall **NOT** be able to cancel the Purchase Order and shall be responsible for the full amount of the Purchase Order for the **ACCESSORY** part. If the **ACCESSORY** part is a manufacturer (Carrier, Lennox, etc.) supplied, then the **CUSTOMER** will be responsible for the entire cost of the **ACCESSORY** as **iAIRE** cannot return the parts to the supplier. Call **iAIRE** to discuss these **ACCESSORY** parts.