



INTERNATIONAL, INC.

9124 Grand Avenue South

Bloomington, MN 55420

(952) 888-1929 Toll Free (866) 523-5973

# Warranty Procedures And Policies For Distributors

## **Communication**

### **Cool Air International, Inc.**

9124 Grand Avenue South  
Bloomington, MN 55420

We can be contacted for Technical Assistance, Warranty Claims and Parts Supply at

**Phone: 1-866-523-5973 or Fax: 1-952-884-1211**

### **Parts Warranty**

Contact the Parts Warranty department for the following:

- Warranty and Labor Allowance
- Defective Parts return
- Credits and Open warranty Claims

### **Marketing Department**

Contact the Marketing Department for the following:

- Point of Sales catalogs. Technical Manuals
- Advertising / Promotional materials
- Parts Lists

## Limited Warranty

- Limited Warranty is effective from the **Date of Installation**. The **Model Type and Serial Number** of each product must be documented at the time of purchase.
- All Unionaire products are supplied with Limited Warranty Cards that can be found inside the packing.
- The Magnuson-Moss Act requires that retailers provide a copy of the Limited Warranty for each product prior to purchase to protect the owner.

## Warranty Conditions

Cool Air International, Inc. will provide new parts, free of charge, in the USA, from the Date of Installation in the event of a defect in the materials or workmanship as follows:

### Room Air-Conditioners & Ductless Split Systems

Unit construction and components: **12 Months**

Compressor: **60 months**

- Parts: Supplied Free of Charge
- Shipping: No Charge 1<sup>st</sup> 12 months. (UPS Ground)
- Labor: 90 days based upon original purchaser only.

Service in the USA can be obtained by contacting your installing contractor.

Call toll free 1-866-523-5973 to answer any questions you may have regarding your Unionaire products.

Warranty is extended to the original purchaser. A purchase receipt, or other proof of date of purchase is required for service and parts replacement under this warranty.

This Warranty only covers failures due to defects in the materials or workmanship that occur during normal use.

## Warranty - Non-Coverage

\*It does not cover damage that occurs in shipments or caused by products not supplied by Unionaire.

\*Failures that result from accident, abuse, fire, flood, misuse, neglect, mishandling, misapplication, improper maintenance, improper cleaning, alteration, modification, line power surge, rental use of the product, service by anyone other than a HVAC certified installer/service company or damage that can be attributed to Acts of God.

- Units not installed in accordance with applicable local codes, ordinances, and good trade practices.
- Defects or damage caused by the use of attachments not authorized by Cool Air International, Inc. or Unionaire Corporation.

## Service Labor

Cool Air International, Inc. does not cover labor expenses for normal routine service or removal and re-installation of parts. All such expenses are the responsibility of the end user/owner unless a service agreement exists between the end user/owner and the installation/servicing contractor.

## Limits and Exclusions

**No one is authorized to make any other warranties on behalf of Cool Air International, Inc. or Unionaire Corporation.**

There are no express warranties except those listed above. Cool Air International, Inc. or Unionaire shall not be liable for incidental or consequential damages resulting from the use of this product or arising out of any breach of this warranty. All express and implied warranties, including the warranty of merchantability and fitness for particular purpose are limited to the particular warranty as set forth above.

## **Limits/Exclusions**

Some States do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights that may vary from State to State.

Reasonable proof of the effective date of the limited warranty must be presented otherwise the effective date will be based upon the date of manufacture plus 6 months.

## **Warranty Service Procedure**

1. In the event that there is an operational problem with the equipment during the Warranty period, the end user should contact the installing **HVAC Contractor** or an authorized **Unionaire Distributor** or **Agent**, for any perceived claimable material or labor defect within the warranty period.
2. To determine Warranty Validity the HVAC Installer should contact his Wholesale Distributor or the Unionaire Agent.
3. Distributor - obtain a proof of purchase, complete a **Warranty Claim Form** and **FAX** a copy to Unionaire for authorization at 952-884-1211. After receipt of our **authorization number** write it on the Warranty Form and mail the top copy to Cool Air International, Inc.

**Distributor- copy 2 for reference**

**Distributor- attach copy 3 to all returned parts**

**HVAC Installer - copy 4**

- **THE WARRANTY CLAIM FORM MUST BE COMPLETED AND RETURNED TO COOL AIR INTERNATIONAL INC. AND UNIONAIRE**

## Compressor Return Policy

Unionaire offers a 5-year warranty on all original installed compressors. In the event that an original compressor has to be replaced, the replacement compressor warranty will be valid for the balance of the years left on the original warranty. (i.e. if the original compressor is replaced after a period of 12 months, the replacement compressor will have a validity of 48 months)

Unionaire will select defective compressors, at random, for return. In this situation, Unionaire will pay for the freight to destination. In the event that the testing of the compressor proves to be the fault of other than Unionaire, the compressor and the freight will be billed to the party concerned.

**A Warranty Claim Form must be completed in the event of a compressor change out.**

## Refrigerant Leak Policy

Unionaire allows a 6-month refrigerant leak allowance after the date of installation on proof of purchase and installation.

**A Warranty Claim form must be completed in the event of a claim for refrigerant leak repair.**

## Parts Replacement

Unionaire warrants all **genuine** Unionaire replacement parts for 12 months when used as **non-warranty** replacements sold over the counter. In the event that a part becomes defective, the Warranty Claim Form needs to be completed.

## **Freight Terms**

Unionaire will pay freight on all **In Warranty** Parts and Compressors to final destination within the first 12 months of initial installation.

Upon completion of the first 12 months all Parts and Compressors will be shipped "Freight Collect".

In the event of returned Parts or Compressors, this will be decided on a case – by-case basis in conference with our Distributors and Sales Agents.

### **In Warranty Coils**

Field scrap all damaged In-Warranty Coils with the exception if there is reason to believe that the failure may involve a product liability claim for damages or in the event that the coil is required by Unionaire for special inspection.

Complete a Warranty Claim Form to obtain credit or a replacement coil.



## Labor Allowance Policy

Unionaire issues a 90-day **In-Warranty** labor allowance. This is applicable only for the **first 90 days** and is calculated from date of installation. It is applicable to the original Parts and Compressor and **does not apply** to any additional replacement Parts or Compressors provided In-Warranty or purchased over the counter.

## Allowance Chart

Item	Allowance Per Case		
	Labor	Refrigerant	Total
Compressor	\$120	\$25	\$145
Reverse Valve	\$85	\$25	\$110
Expansion Device	\$85	\$25	\$110
Refrigerant Leak	\$85	\$30	\$115
Electric Motor	\$85	\$00	\$85
Indoor Coil Change	\$100	\$25	\$125
Outdoor Coil Change	\$110	\$25	\$135
Electronic Board	\$85	\$00	\$85
Electrical Parts	\$85	\$00	\$85

## Special Cases

The above represents Unionaire's standard policy in dealing with In-Warranty Claims. Any other situation arising outside this policy is subject to investigation by Unionaire and approval will be required for credit to be applied.

## Claims

Typical causes for a claim to be adjusted, delayed or denied:

1. Incomplete or inaccurate warranty claims
2. Warranty claims which are not received at Unionaire within 30 days after the service date.
3. Charges that are greater than our rate allowance.

## Rates

The rates include typical time for **DIAGNOSIS** and **REPAIR** by a qualified and certified HVAC installer/Service technician.

If special or unusual circumstances existed on a service call, the technician should inform the local Unionaire Distributor. The Distributor will then contact their Unionaire Sales Agent for a recommendation.

Please note that verbal recommendations at Unionaire do not mean that authorization has been given for special coverage. This type of authorization needs to be provided in writing from Unionaire Corp.

All rates are subject to change without prior notice.

