



## AIR CONDITIONERS AND HEAT PUMPS LIMITED WARRANTY ON PARTS

Direct Air warrants this product conforms to the manufacturer's specifications and will be free of defects in material and workmanship and should any defect occur, Direct Air will correct the defects subject to the following conditions:

**WHOLE UNIT:** Direct Air will replace the unit with a new one if unit is dead on arrival (DOA) for ALL models.

**PARTS:** For a period of **ten (10) years** from date of sale or installation, Direct Air will supply new, or at its option, rebuilt replacement parts for models of the series MOVA (CN), and the 24V side discharge units models MOC-MOD. For a period of **five (5) years** from date of sale or installation, Direct Air will supply new, or at its option, rebuilt replacement parts for models of the series KF, MSVI/MSVII, MTBI/MTBU/CTBU/CTB, MC2AI/MCA2U/CCA3U/MCDU/MCD, MFAI/MFAU/CFAU, MS11D, MS11M, MSAE, CS11M, DIR-AC17DK, DIR-HP18DK and the 24V side discharge units models MOU-MOJ-MOG-MOR-MOZ. Models of the series US1KF, BKF, MSE are covered for a period of **three (3) years**. Products installed for commercial applications are covered for a period of **one (1) year**.

**COMPRESSOR:** For a period of **ten (10) years** from date of sale or installation, Direct Air will supply a new compressor, free of charge from the 1<sup>st</sup> to the 5<sup>th</sup> year and from the 6<sup>th</sup> to the 10<sup>th</sup> year, Direct Air will supply a new compressor at 50% of list price valid at time of replacement for models of the MS11M/CS11M/MSAE series. For any other model, the warranty is **five (5) years** from date of sale or installation and Direct Air will supply a new compressor at no charge. Products installed for commercial applications are covered for a period of **five (5) years**.

**REMOTE CONTROL:** For a period of **ninety (90) days** from date of sale or installation, Direct Air will exchange with a new or rebuilt hand unit.

**PROOF OF PURCHASE:** Copy of the proof of purchase is required to make this warranty valid.

**CLAIM:** A properly completed claim form must be received no later than 30 days after failure. Claims received after 30 days will not be accepted.

**THIS WARRANTY IS VALID ONLY FOR THE ORIGINAL OWNER AND DOES NOT COVER THE FOLLOWING:**

1. Shipping damage.
2. System installation.
3. Usage other than for residential application.
4. Diagnostics and travelling fees to service provider. The retailer agrees to charge the consumer a reasonable rate.
5. Labour charge by the service provider for repairs.
6. Service required as a result of improper installation, incorrect or insufficient AC supply voltage.
7. Installation, set up or adjustments of consumer controls.
8. Normal maintenance, including drains and filters, or any repairs needed because regular maintenance was not done.
9. Refrigerant leaks which are covered are those coming from the integrated system from the units themselves. Leakage from flared fittings, piping from the indoor units and the outdoor units as well as welding done at installation time is not covered.
10. Incorrectly matching of systems.
11. System that was moved from original installation site.
12. Damage from modifications or matched with other products.
13. Any failure, loss, damage or personal injury due to accident, neglect, or abuse by the consumer or to improper operation, maintenance, storage or alteration, failure to follow normal procedures as outlined in the instruction manual.
14. Any unit purchased from an unauthorized dealer or any online retailer.
15. Damage caused by power surge, lightning, power fluctuation or interruption of electrical power.
16. Operation of the system in a corrosive environment.
17. Transportation charges incurred under warranty service.
18. Repair or replacement of warranted parts by other than a qualified installer.

May 2018