



Air Conditioner, Heat Pump, ECU, PTAC, GPac Warranty Statement and Policies

Airxcel Commercial/Industrial Group (ACIG) Limited Product Warranty Comparison Chart

WARRANTY TYPE	90 DAY ¹ PARTS/LABOR	12 MONTH PARTS ONLY	12 MONTH PARTS/LABOR	24 MONTH PARTS/LABOR	60 MONTH PARTS/LABOR	60 MONTH ³ COMPRESSOR
Marvair, ICE, Eubank (STANDARD)	✓	✓				✓
Suburban Applied Products (STANDARD ²)			✓			✓
BRONZE	ANY SPECIAL WARRANTY WRITTEN FOR A JOB					✓
SILVER	✓		✓			✓
GOLD	✓			✓		✓
DIAMOND	✓				✓	✓

¹If any part of your ACIG unit fails within 90 days of the commencement of the warranty, ACIG will furnish without charge, EX Works, Cordele, Georgia, the required replacement part and pay for the labor to replace the part in accordance with the ACIG Flat Rate Labor Guidelines.

²The Suburban Applied Products Standard Warranty includes 5 years for the heat exchanger.

³All functional parts warranty is 5 years for K-12 applied products only

Airxcel Commercial/Industrial Group Limited Product Warranty

Airxcel Commercial/Industrial Group (ACIG) warrants its products to be free from defects in materials and workmanship under normal use to the original purchaser for the period of time in the table below. If any part of your ACIG product fails within 12 months from the date of the original shipment from ACIG, or within twelve months from the date of original start-up but not to exceed 15 months from date of original shipment, whichever comes first, ACIG will furnish without charge, EXW Cordele, Georgia, the required replacement part. The owner must provide proof of the date of the original start-up. The contractor's invoice, the certificate of occupancy, or similar documents are examples of acceptable proof of the date of the original start-up.

Marvair, ICE, Eubank	Suburban Applied Products
90 Days ¹ w/Flat Rate Labor ² <i>(See Marvair, ICE, Eubank Flat Rate Labor Guidelines)</i>	1 Year Parts/Labor – w/Flat Rate Labor <i>(See Suburban AP Flat Rate Labor Guidelines)</i>
1 Year Parts ^{2,3}	5 Years Heat Exchanger
5 Years Compressor ^{2,4}	5 Years Compressor

¹If any part of your ACIG unit fails within 90 days of the commencement of the warranty, ACIG will furnish without charge, EX Works, Cordele, Georgia, the required replacement part and pay for the labor to replace the part in accordance with the ACIG Flat Rate Labor Guidelines.

²All OTR (over the road) applications that are moved from one location to another: Factory Warranty applies up to the point of initial start-up and test at all OEM manufacturing locations or subsequent facility. Once it goes into OTR service, the warranty expires immediately for compressor and sealed system components. This OTR exemption does not apply to relocatable classrooms, construction or office trailers.

³All first year warranty replacement parts shall be shipped Ground only. Expedited shipping is available upon request for additional cost.

⁴All functional parts warranty is 5 years for K-12 applied products only

The responsibility of the equipment owner includes:

1. To operate the equipment in accordance with the manufacturer's instructions.
2. To provide easy accessibility for servicing.
3. To check and reset any circuit breaker(s) and/or disconnect(s) prior to calling for service.
4. To keep the unit clean and free of dirt and containment and replace filters as required.
5. To keep the outdoor coil clean and free of leaves, paper, or other debris.
6. To pay the charges incurred when any of the above have not been done.
7. To pay for repair or replacement of any material or part other than those within the ACIG unit or controller.

ACIG will not be responsible for labor after 90 days, transportation costs, delays or failures to complete repairs caused by events beyond our control (labor hours incurred due to required site-specific training, time waiting to gain access, or extended drive time for remote sites). This warranty does not cover:

1. Any transportation, related service labor, diagnosis calls, filter, driers, refrigerant, or any other material charges.
2. Damages caused by shipping, accident, abuse, negligence, misuse, fire, flood, or Acts of God.
3. Damages caused by operating or staging the unit in a corrosive environment.
4. Damages caused by improper application of the product.
5. Damages caused by failing to perform proper routine maintenance.
6. Expenses incurred for erecting, disconnecting or dismantling the product or installing the replacement part(s).
7. Products not installed or operated according to the included instructions, local codes, and good trade practices.
8. Products moved from the original installation site.
9. Products lost or stolen
10. Consequential damages or incidental expenses including losses to persons, property or business.
11. Modifications to original unit after it leaves the factory, such as breaking into any part of the sealed systems unless authorized in advance in writing by ACIG.
12. Damages as a result of operating as a construction site cooler / dehumidifier.

When service is required, it must be performed during normal working hours (8:00 AM - 5:00 PM) Monday - Friday and must be performed by ACIG personnel or a designated Service Representative. ACIG will pay for non-priority shipping costs of the compressor during the first twelve months of the warranty period. After the first twelve months of the warranty period, all costs of shipment and risk of loss during the shipment of the compressor shall be the responsibility of the owner.

The owner of the product may ship the allegedly defective or malfunctioning product or part to ACIG, at such owner's expense, and ACIG will diagnose the defect and, if the defect is covered under this warranty, ACIG will honor its warranty and furnish the required replacement part. All costs for shipment and risk of loss during shipment of the product to ACIG and back to the owner shall be the responsibility and liability of the owner. Upon written request by an owner, ACIG may arrange for remote diagnosis of the allegedly defective or malfunctioning product or part but all costs for transportation, lodging and related expenses with regard to such diagnostic services shall be the responsibility and liability of the owner.

An owner requesting performance under this Warranty shall provide reasonable access to the allegedly defective or malfunctioning product or part to ACIG and its authorized agents and employees.

THIS WARRANTY CONSTITUTES THE EXCLUSIVE REMEDY OF ANY PURCHASER OF AN AIRXCEL COMMERCIAL/INDUSTRIAL GROUP HEAT PUMP OR AIR CONDITIONER AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE, TO THE FULLEST EXTENT PERMITTED BY LAW. IN NO EVENT SHALL ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE EXCEED THE TERMS OF THE APPLICABLE WARRANTY STATED ABOVE AND AIRXCEL COMMERCIAL/INDUSTRIAL GROUP SHALL HAVE NO OTHER OBLIGATION OR LIABILITY. IN NO EVENT SHALL MARVAIR BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR MONETARY DAMAGES.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE-TO-STATE. Some states do not allow limitations or exclusions, so the above limitations and exclusions may not apply to you.

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