

## **Warranty: Ductless Mini-Splits**

### **Warranty Statement:**

Ductless mini-splits are installed systems. The most important item when heating and cooling equipment is installed is making sure that it is installed properly and that there is a strong warranty backing them. **Pridiom offers the strongest warranty in the market.** To make sure that all systems are installed properly and safely, all Pridiom ductless mini-splits systems must be installed by a contractor who has all proper licenses and insurances as mandated by the local municipalities, states, provinces, and countries. All warranties, stated and implied, on Pridiom ductless mini-splits will be voided if the systems are **not** installed by said contractor.

All Pridiom ductless mini-splits purchased through wholesale distribution are covered by the following warranty:

**5 - Years compressor:** All compressors are covered for five (5) years from the date of original purchase and to the original property owner. A replacement compressor or condenser, at Pridiom's choice, will be shipped free of charge directly to the servicing contractor. Any replacement will be warranted for the remainder of the original warranty period. Defective equipment may need to be returned to Pridiom for inspection at Pridiom's request.

**3 - Years parts:** All parts other than the compressor are covered for three (3) years from the date of original purchase and to the original property owner. A replacement part will be shipped free of charge directly to the serving contractor. All replacement parts will be warranted for the remainder of the original warranty period. Defective parts may need to be returned to Pridiom for inspection at Pridiom's request.

**1 - Year limited labor:** Labor payments will be made directly to the servicing contractor and will not be made to anyone else as a reimbursement, for the period of one (1) year from the date of installation. Payment will be limited to the Pridiom labor Schedule. Refrigerant leaks will be covered under this warranty providing the leak is within the condensing unit, the evaporator, or line sets that have been provided by Pridiom as long as they have not been modified in any way. All other refrigerant leaks are not covered.

The warranty does not cover problems that arise due to installation error, external events, or force majeure. This warranty also does not cover travel time to and from the job site or diagnostic time. There are no other stated or implied warranties. Pridiom reserves the right to change or modify the warranty at any time. The terms of the warranty are always those laid out on [www.Pridiom.com](http://www.Pridiom.com) at the date of installation and will have a date in the warranty statement. The date of this warranty statement is April 7, 2014.

## **Warranty Procedure:**

### **Procedure for the End User:**

If you encounter a problem please do not call Pridiom, follow these steps.

- 1) Call a licensed HVAC professional who can come out and inspect the unit. Your first choice should be the installing contractor. Be aware, there may be a service fee or diagnostic charge; this is not covered by Pridiom's warranty.
- 2) Provide the contractor with your receipt from purchase/installation, Pridiom technical service will need this.

### **Procedure for the Contractor:**

- 1) It is recommended to call Pridiom Technical Services prior to going to the job site to "schedule" or advice of an upcoming trouble shooting call. This will help to ensure that someone is available once the contractor is on site.
- 2) **FROM THE JOB SITE**, call Pridiom technical service. If there is no answer, please leave a message and your call will be returned as soon as possible. For possible tips prior to arrival to job site, technical service can also be contacted.
- 3) Have the model number, incoming line voltage, any error codes, and refrigerant pressures ready to share with technical service, and proof of installation date. Proof of installation date is required to receive parts or labor payments under warranty. Technical support is available even if no warranty is provided.
- 4) Troubleshoot the problem with technical service and follow any and all recommendations.
- 5) If a part is required provide technical service with shipping address and phone number so that the part can be shipped as quickly as possible.
  - a. Pridiom reserves the right to require any part or piece of equipment being replaced be returned to Pridiom.
- 6) In order to receive a replacement part/piece of equipment or labor payment, proof of date of installation may be required. This can be in the form of the warranty registration card, contractor's installation paper work, or bill of sale provided to the end user. Proof must clearly show:
  - a. The contractor's name and company that installed the system.
  - b. Date of Installation
  - c. Model numbers
  - d. Serial numbers

## **Warranty Labor Policy and Schedule: - Only applicable for systems purchased by a contractor through wholesale distribution channels**

Pridiom Ductless Mini-splits carry a limited labor warranty for a period of one (1) year from the date of installation. This warranty is only valid on systems that are installed by a professional, licensed HVAC contractor. This warranty will reimburse the contractor a specific monetary amount for replacement of a defective part(s) or unit only. This does not cover diagnostic time and/or repairs related to installation error, outside damage, vandalism, force majeure, etc. This does not cover damaged during shipping and handling.

The following are required to receive payment:

- 1) Diagnosis between servicing contractor and Pridiom technical service.

- 2) Proof of installation date. Proof can be in the form of the warranty registration card, contractor's installation paper work, or bill of sale provided to the end user. Proof must clearly show:
  - a. The contractor's name and company that installed the system.
  - b. Date of Installation
  - c. Model numbers
  - d. Serial numbers
- 3) Completion of labor claim form.
  - a. Payments will be made directly to the contractor within 60 days of approval of labor claim.
  - b. Pridiom reserves the right to inspect any unit or part that has been filed for a warranty claim.
  - c. Labor claims forms must be completed in full.

## **Labor Claim Schedule**

**Only applicable for systems purchased by a contractor through wholesale distribution channels**

Compressor Replacement:	\$175.00
Repair of Refrigerant Leak:	\$125.00
Replace Refrigerant Component:	\$100.00
Use of Reclaim Machine:	\$25.00
Refrigerant Charge Due to Failure:	\$50.00
PCB Replacement:	\$50.00
Indoor Fan Motor Replacement:	\$75.00
Cross Fan Assembly Replacement:	\$75.00
Outdoor Fan Motor Replacement:	\$50.00
Other Parts Not Listed Above:	\$50.00

\* Labor Claim Forms are available from Pridiom Technical Service at [support@pridiom.com](mailto:support@pridiom.com) or at [www.pridiom.com](http://www.pridiom.com).

## **Warranty: Dehumidifiers**

### **Warranty Statement:**

**Pridiom offers the strongest warranty in the market.**

All Pridiom dehumidifiers come with the following warranty:

**3 - Years compressor:** All compressors are covered for three (3) years from the date of original purchase and to the original owner. A replacement compressor or dehumidifier, at Pridiom's choice, will be shipped free of charge directly equipment owner. Any replacement will be warrantied for the remainder of the original warranty period. Defective equipment may need to be returned to Pridiom for inspection at Pridiom's request.

**1 - Years parts:** All parts other than the compressor are covered for one (1) years from the date of original purchase and to the original owner. A replacement part or dehumidifier will be shipped free of charge directly equipment owner. All replacement parts will be warrantied for the remainder of the original warranty period. Defective parts may need to be returned to Pridiom for inspection at Pridiom's request.

The warranty does not cover problems that arise due to installation error, outside events, or force majeure. There are no other stated or implied warranties. Pridiom reserves the right to change or modify the warranty at any time. The terms of the warranty are always those laid out on [www.Pridiom.com](http://www.Pridiom.com) at the date of installation and will have a date in the warranty statement. The date of this warranty statement is July 1, 2013.

### **Warranty Procedure:**

End User Procedure

- 1) Call Pridiom Technical Service
- 2) Have operating conditions, i.e. temperature where the unit is located, location of the unit, etc. ready to share with technical services.
- 3) Share information from original receipt with Pridiom technical services.

Follow technical services simple tests or recommendations