

# YMGI Group-Limited Product Warranty Policy (V20171117)

The YMGI products are designed and manufactured free from defects in workmanship, and materials for normal use. Every unit is tested fully in assembly and test line before it is packed.

## To validate warranty, ALL the following conditions must all be fulfilled:

1. The unit was 100% installed properly by a licensed or certified HVAC technician from the very beginning at original location.
2. The unit was installed following all NEC, state and local codes.
3. The unit was installed following all instructions and manuals by YMGI Group.
4. ALL fields, especially the technician-checklist, of the **Limited Warranty Registration Card/Form** were filled completely by the installing technician and signed by both the installing company technician and the unit owner.
5. YMGI Group has received customer's **Limited Warranty Registration Card/Form** and a copy of the original installing company's invoice within 7 days of installation (send via certified mail) at YMGI Warranty Dept., POB 1559, O'Fallon, MO 63366.

No warranty filing will be validated or approved, if any one of the above 5 conditions is not met. Product registration itself does not guarantee the validity or coverage of this limited warranty.

Installation is very important. Only Licensed/Certified HVAC Technicians are qualified to install these units. Installation must be done properly by a professional from the very beginning (unboxing). Improper installation will cause problems for your unit sooner or later, and fixing those problems may not prevent future malfunctions.

For those qualified installation and warranty filing received and validated by YMGI Group, warranty coverage are:

1. Regular End User's Purchase from Online: **Compressor-5 years** and **Parts Only (No Labor)-1 year**.
  2. YMGI-Approved/Preferred HVAC Contractor's Purchase: **Compressor-7 years** and **Parts Only (No Labor)-2 years**.
- Approved warranty starts from the day of installation, or 90 days from the original shipping date, whichever comes first.

## **Notes:**

Refrigerant/Compressor Oil is not considered a part. All replaced compressors and parts become the sole property of YMGI Group and must be returned upon request. Warranty parts may be new or refurbished. All parts are tested and approved prior to shipping. Replacement parts of approved warranty registration are to be covered for the remainder of the Unit's original warranty period.

## YMGI Group Does Not Cover the Following:

- Any travel, labor, materials, or other costs associated with replacing parts/compressor and fixing the unit.
- Any damage or repairs caused to properties or persons as an incident or consequence of improper installation, operation, transportation, maintenance, service, or improper unit selection (zoning, unit capacity sizing, etc.)
- Any damage in the event of equipment failure caused by frozen or broken water hoses/refrigerant pipes, or as a result of floods, fire, wind, lightning, accidents, corrosive atmosphere, or interruption/inadequate electrical service to the unit.
- Any units installed partially or fully DIY, installed outside the US or Canada, or moved from the original installation address.

## Steps to follow for warranty part replacement:

1. Installing or service technician contacts YMGI Technical Support at 1-866-833-3138 ext 703 from the jobsite, to confirm the exact part(s) the technician requests to fix all the problems ASAP.
2. YMGI will check the customer's warranty filing. Parts for validated and approved warranty will not be charged. Replacement parts bear the remainder warranty period of the unit.
3. Parts of invalid or unapproved warranty filings will be charged accordingly as they are and bear no part warranty.

YMGI will ground ship out the parts ASAP. Expedited shipping is available at the customer's cost.

YMGI continues improving products with various engineering changes without prior notice. Such improvements or changes include but not limited to product specification, appearance, functions, sizes, packaging and others. These improvements or changes will not void the limited warranty stated herein. YMGI keeps the final explanation of this warranty policy.