

WARRANTY PROCEDURES AND CONDITIONS



The following advisory is intended to explain Imperial Air Technologies warranty procedures with regard to Imperial IAQ products. Note observing proper warranty procedures will expedite the processing of warranty claims and will help reduce the number of claims that are denied. Please take note of the following warranty procedure to avoid the denial or a reduction in the reimbursement to your warranty issues or claims.

NO CLAIMS WILL BE ACCEPTED WITHOUT AN RGA NUMBER

STANDARD WARRANTY PROCEDURES Upon notice of warrantable failure, information should be gathered specific to the cause and results of the failure. Warranty claim request must be filed within 30 days of failure.

Contact Imperial Air Technologies Customer Service/Technical Support Line at 1-888-724-5211 and explain the situation, including model and serial number of the machine. We will advise as to proper procedures to either repair or replace as necessary and the warranty coverage available.

Order the parts required to replace the defective parts after authorization by faxing your order to 1-506-388-4633. Important the unit model as well as the serial number must be stated to insure replacement parts are accurate.

Imperial Air Technologies Warranty Claim Form or similar form must be filled with the specific following information: model, serial number, date installed, installer, distributor and a detailed report on the failure.

Retain all defective parts (well identified) with the claim report, warranty claim form. An (RGA) Return Goods Authorization Number must be obtained before any parts or claims are returned or authorized to be scrapped in the field. Call Imperial Air Technologies Customer Service Line at 1-800-561-3100 for an RGA Number.

Invoice/Imperial Air Technologies Warranty Claim Form or similar for warranty replacement parts must be accompanied by the model and serial number of the defective unit.

Notice: The MODEL NUMBER, SERIAL NUMBER and RGA NUMBER must be supplied at all times. If failing to comply in regards to the above procedures, no warranty claims or credit will be issued.

IMPERIAL AIR TECHNOLOGIES LIMITED WARRANTY 5-YEAR LIMITED WARRANTY ON COMPONENTS* – Imperial Air Technologies warrants the components (controls, sensor & electronics) to be free from defects in material and workmanship. If a defect is found within five years from date of original installation of the product (whether or not actual use begins on that date). Imperial Air Technologies will provide a new or remanufactured part, at Imperial Air Technologies' discretion, to authorize replacement of defective part, without charge for the part itself.

10-YEAR LIMITED WARRANTY ON VENTILATION MOTORS* Imperial Air Technologies warrants the ventilation motors against defects in material and workmanship for a period of ten years (PH 7.15, PH 10.22, PH ES, Solace XPH, DH 7.15, HS 3.0) from the date of original installation. Imperial Air Technologies will provide a new or remanufactured part, at Imperial Air Technologies' discretion, to authorize replacement of defective part, without charge for the part itself.

LIFETIME LIMITED WARRANTY ON POLYPROPYLENE HEAT RECOVERY CORE – Imperial Air Technologies warrants the polypropylene heat recovery core against defects in material and workmanship for a lifetime from the date of original installation. Imperial Air Technologies will provide a new or remanufactured part, at Imperial Air Technologies' discretion, to authorize replacement of defective part, without charge for the part itself.

5-YEAR LIMITED WARRANTY ON ENTHALPY ENERGY RECOVERY CORE – Imperial Air Technologies warrants the enthalpy energy recovery core against defects in material and workmanship for a period of five years from the date of original installation. Imperial Air Technologies will provide a new or remanufactured part, at Imperial Air Technologies' discretion, to authorize replacement of defective part, without charge for the part itself.

1-YEAR LIMITED WARRANTY – Imperial Air Technologies warrants replacement parts that have been replaced after the standard period of the previous limited warranty, to be free from defects in material and workmanship. If a defect is found within one year from date of original installation of replacement part, (whether or not actual use begins on that date) Imperial Air Technologies will provide a new or remanufactured part, at Imperial Air Technologies' discretion, to authorize replacement of defective part, without charge for the part itself.

WARRANTY CONDITIONS – Warranties apply only to Imperial Air Technologies products installed in their original location. Installation, use, care, and maintenance must be normal and in accordance with instructions contained in the Owner's Manual and service information. Defective parts must be returned to the distributor through a registered servicing dealer for credit. All work shall be performed by a certified technician.

IMPERIAL AIR TECHNOLOGIES WILL NOT BE RESPONSIBLE FOR – Normal maintenance, installation, including filter cleaning and/or replacement, damage or repairs required as a consequence of faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation. Damage as a result of floods, winds, fires, lightning, accidents, corrosive environments or other conditions beyond the control of Imperial Air Technologies. Parts not supplied or designated by Imperial Air Technologies, or damages resulting from their use

* Models SS 3.12 & SS 3.80 have a 5-year limited warranty on ventilation motors.

* Models RNC 1.5 and RNC 2.0 have a 2-year limited warranty on components and a 2-year limited warranty on ventilation motors.

NOTICE: None of these warranties include labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.