

LIMITED WARRANTY STATEMENT

WARRANTY COVERAGE

PERDOMO DISTRIBUTOR (hereinafter “Company”) warrants this product against failure due to defect in materials or workmanship under normal use and maintenance as follows. All warranty periods begin on the date of the warranty registration certificate. If a part fails due to defect during the applicable warranty period, Company will provide a new or remanufactured part, at Company’s option, to replace the failed defective part at no charge for the part. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed below.

The Limited Warranty only includes the replacement of the parts (*electrical and refrigeration cycle parts*) and the compressor unless Perdomo Distributor,LLc determines otherwise. A warranty is provided only to the first original owner of the product, where it is originally installed and is not transferable to the subsequent owners. Any part, component, or product that is replaced under the terms of the Limited Warranty, will be covered under the same warranty for the duration in which the original warranty for the product is applicable.

RESIDENTIAL APPLICATIONS

LIMITED STANDARD WARRANTY - UNIT MUST BE INSTALLED BY A LICENSED AND CERTIFIED HVAC TECHNICIAN

-Mini-Split Air Conditioner

The warranty period is Two (2) Years on parts and (5) Years on the compressor.

+ The unit must be registered within 30 days after installation on the website <https://www.perdomodistributor.com/prime-registration>. If the unit is not registered within this time frame, the warranty will be void.

+ Prime’s Limited Warranty applies only to units installed by a CERTIFIED and LICENSED HVAC TECHNICIAN.

This Limited Warranty Statement applies only to systems that are properly installed by a state licensed and certified HVAC technician, under applicable local and state law in accordance with all applicable building codes and permits, installation and operation instructions and good trade practices.

If you have a problem with your product within the warranty period, you may at your own expense hire a local HVAC technician to visit your home, as there may be some testing procedures that require a licensed technician to perform. HVAC Technicians can contact our Technical Support during the troubleshooting of the unit to get accurate diagnostic.

TOLL FREE: +1 877-737-3666 EXT. 5

Email: online@perdomodistributor.com

The customer service hours are Monday through Friday, from 9:00 AM to 5:00 PM EST.

Be prepared to provide the following details:

- Model and serial number of the equipment being serviced.
- Warranty Registration Certificate.
- Purchase receipt.

Having a licensed technician present can help ensure that the troubleshooting process is accurate and effective. These policies are in place to ensure that warranty claims are handled efficiently and that the products are properly maintained and serviced by qualified professionals. Customers should be aware of their responsibilities regarding shipping costs and the involvement of licensed technicians in the troubleshooting process.

Once the problem has been identified and replacement parts are confirmed Company will provide a new or remanufactured part, at Company’s option, to replace the failed defective part at no charge for the part. Shipping cost goes by the buyer.

THIS LIMITED WARRANTY DOES NOT COVER:

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.
2. If registration information cannot be verified (i.e., invalid license number or wrong information provided).
3. Product cleaning required prior to warranty service and repair.
4. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual, including filter cleaning and/or replacement and lubrication.
5. Failure due to faulty installation or repairs, damage, misapplication, abuse, improper servicing, lack of or in-sufficient maintenance, unauthorized alteration or improper operation.
6. Failure to start due to voltage conditions, improper wiring, blown fuses, open circuit breakers, or damages due to the inadequacy or interruption of electrical service.
7. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust or residue etc.) or other conditions beyond the control of the Company.
8. Damages due to chemicals (volatile organic compounds, sulfur, acids, etc.) or particulates.
9. Failure or damage of coils, piping or other parts due to corrosion, when installed in corrosive environments or within one (1) mile of seacoast.
10. Parts not supplied or designated by Company, or damages resulting from their use.
11. Products installed outside the 48 contiguous United States, except the District of Columbia and Hawaii, and Canada.
12. Electricity or fuel costs or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
13. Any cost to replace, refill or dispose of refrigerant, including the refrigerant in pre-charged units.
14. Shipping damage or damage because of transporting the unit.
15. Accessories such as condensate pumps, line sets and so forth are not covered.
16. Any special, indirect or consequential property or commercial damage of any nature whatsoever. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.
17. Consumable components, such as air filters, are not covered under parts warranty.
18. Regarding damages due to failure to comply with codes, standards, ordinances, and specifications of the governmental and industry institutions.

WARRANTY DISCLAIMER

Installation of the equipment must be carried out by a certified air conditioning technician. Failure to adhere to this requirement will automatically void any warranty associated with the equipment or product. Perdomo Distributor, LLC assumes no responsibility for personal injury or any other damages resulting from incorrect installation performed by a non-certified technician.

This Limited Warranty is non-transferable, and no individual or entity is authorized to modify the terms and conditions outlined in this agreement or impose additional obligations or liabilities on any party.

This warranty agreement supersedes all previous agreements between the parties and represents the comprehensive, final, and exclusive understanding between them concerning the subject matter. Any prior negotiations, representations, or promises, whether oral or written, are considered merged herein.

Should any part of this warranty agreement be deemed invalid for any reason, that specific part will be removed, and the remaining provisions will remain unaffected and enforceable. This Limited Warranty grants you certain legal rights, and additional rights may be applicable depending on your state. Therefore, some limitations or exclusions may not be applicable to you.

States with Express and Implied Warranties: Products in states with Express and Implied Warranties do not require registration for the Perdomo Distributor Warranty. However, an installation invoice must be provided for warranty support.