Kaden

Ductless/Split Systems

REECE USA PRODUCT QUALITY GUARANTEE

You have purchased a quality product from Reece USA. This product is covered by a standard ten (10) year limited parts and compressor warranty for as described below.

Ten (10) Year Limited WARRANTY

Subject to all conditions and exclusions contained herein, this warranty covers faults in the product construction, material and assembly. Failed components that are within ten (10) years from the date of installation, found upon inspection by an authorized Reece USA representative, to be defective in construction, material or assembly, will be exchanged with an equivalent product free of charge. Replaced items become the property of Reece USA.

All replacement products will be available for collection without charge to the customer at the nearest Reece USA branch or elsewhere as agreed between the customer and Reece USA.

WARRANTY CONDITIONS

This Limited Warranty applies only if the following conditions are met:

• The consumer has operated and maintained the product in accordance with the operating instructions, including the following:

• Regular cleaning of the air filter(s) and replacing the air filter(s) where necessary

• Ensuring that the air inlet and outlet on the outdoor unit is kept clear of any obstructions (e.g. dirt, leaves, plants)

• Ensuring that the condensate drain is kept clear and clean

• Applying additional corrosion protection if the product is installed in a corrosive environment (e.g. industrial pollution, sea air)

• The product has been installed within the continental United States

• Failure is due to a fault in the manufacture of the product

• Proof of purchase (including the date of purchase) from Reece USA is provided

• The installation of the product was performed by a fully qualified technician in accordance with the instructions provided

- Rating Plates and Serial Numbers must be present and unaltered

EXCLUSIONS

This Limited Warranty does not cover faults caused by:

- Unsuitable or improper use
- Incorrect installation or installation not in accordance with the instructions provided
- Installation or part installation by the purchaser or any person other than a tradesperson licensed to install this product
- Normal wear and tear
- Inadequate or complete lack of maintenance
- Chemical or electrical influences
- Harsh detergents or abrasive cleaners used on product finishes
- Faults or substandard performance caused by any product or part which has not been supplied by or purchased from Reece USA.
- Deterioration and/or damage to the external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions
- Faults or substandard performance caused by blocked filters, vermin, misuse, negligence, vandalism, storm, flood, fire, earthquake, force majeure, war, foreign matter entering the air conditioner (e.g. detritus; dirt and moisture) or any other outside agency
- Faults or substandard performance caused by faulty or incorrect external electrical wiring, incorrect power supply, voltage fluctuations, over voltage transients or electro-magnetic interference not originating within the air-conditioner
- Any consumable item (e.g. filters, batteries etc.) as supplied with the product unless the item is shown to be defective at the time of purchase

THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW.

REECE USA WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES INCLUDING, WITHOUT LIMITATION, LOST REVENUE OR PROFITS, SYSTEM FAILURE, IMPAIRMENT OF OR DAMAGE TO OTHER EQUIPMENT OR GOODS, COST OF REMOVAL AND/0R REINSTALLATION OF THE SYSTEM, LOSS OF USE, INJURY TO PERSONS OR PROPERTY ARISING OUT OF OR RELATED TO THE SYSTEM. REECE USA'S TOTAL LIABILITY UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE INVOICE

VALUE PAID BY THE CUSTOMER FOR THE SYSTEM WHICH IS THE SUBJECT OF ANY CLAIM OR DISPUTE.

THIS LIMITED WARRANTY GIVES THE CUSTOMER SPECIFIC LEGAL RIGHTS. CUSTOMERS MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR ALLOW DISCLAIMERS OF IMPLIED WARRANTIES.

CLAIM PROCEDURE

For all warranty queries customers are to contact REECE USA at warranty@kadenair.com and submitting the following information:

Please fill out the following fields to submit your warranty claim:

Homeowner Information:

Name _____
Street Address _____
City _____
State _____
Zip Code _____

Contractor Information:

Company Name_____
Business Address_____
City _____
State _____
Zip Code _____
Phone Number_____
Email_____

Equipment information:

Indoor Unit
Model Number _____
Serial Number _____

Outdoor Unit
Model Number _____
Serial Number _____