



## WARRANTY

**IDES Models: IDES-3000 ; IDES-6500 ; IDES-10K ; IDES-13K**

**PLEASE REGISTER YOUR WARRANTY AT: [www.airmadebetter.com/warranty-registration](http://www.airmadebetter.com/warranty-registration)**

### LIMITED 3 YEAR WARRANTY

Customer should not repackage and ship the Advanced Air IDES unit due to possibility of irreparable damage. For warranty service, please contact your Independent HVAC or Electrical Contractor for the address of the nearest service center or email: [customercare@airmadebetter.com](mailto:customercare@airmadebetter.com)

### WHAT IS COVERED BY THIS WARRANTY

We warrant the Advanced Air IDES unit to the customer, subject to the conditions below, against defects in workmanship or material, provided that products are returned to a service location within the following time periods:

- Advanced Air IDES (excluding the Advanced Air Catalyst Filter and UV Lamp) within three (3) years of the date of purchase.
- Advanced Air UV Lamp within nine (9) months of date of purchase if the Advanced Air IDES is connected to a power source where the IDES Lamp is "ON" 100% of the time. If the IDES unit is connected to the fan circuit where the IDES unit cycles "ON and OFF" with the HVAC system fan, the Advanced Air UV Lamp is covered by a ninety (90) day warranty from the date of purchase.

### INSTALLATION AND MAINTENANCE REQUIREMENTS

This warranty is expressly conditioned upon proper installation, operation, cleaning and maintenance, all in accordance with this Installation and Operation Manual. Failure to meet any of these requirements will void this warranty. Servicing of your Advanced Air IDES product by parties other than a licensed HVAC or electrical contractor, or our authorized representatives, and/or using parts other than genuine Advanced Air parts will also void this warranty.

### HOW TO OBTAIN WARRANTY SERVICE

Customer must contact their Independent HVAC or Electrical Contractor and provide proof of purchase within the above time periods. Advanced Air will repair or replace and return the product, without charge and within a reasonable period of time, subject to the conditions herein, if its examination shall disclose any part to be defective in workmanship or material. If we, in our discretion, are unable to repair the product after a reasonable number of attempts, we will provide either a refund of the purchase price or a replacement unit, at Advanced Air's option. We reserve the right to inspect and/or require confirmation of installation provider and method.

### WHAT IS NOT COVERED BY THIS WARRANTY

Ordinary wear and tear shall not be considered a defect in workmanship or material. These warranties do not apply for loss or damage caused by accident, shipping, fire, abuse, misuse, improper installation, leaking, modification, misapplication, or by any repairs other than those provided by our authorized Service providers or a licensed HVAC or electrical contractor. This warranty is non-transferable .

## **MISSING SERIAL NUMBERS AND UNAUTHORIZED CHANNELS**

If a valid serial number is missing from the product, the warranty will be voided. Advanced Air IDES products are for sale through authorized Independent HVAC or Electrical Contractors only. Warranties are voided if a product is purchased through unauthorized channels; this includes company sponsored or independent websites that are not authorized to use Advanced Air's trademarked names, images and logos as well as Internet auction sites (e.g. eBay and craigslist). To confirm warranty coverage prior to purchasing a product, contact Advanced Air at: [customercare@airmadebetter.com](mailto:customercare@airmadebetter.com) with the serial number located on the back of the unit.

## **EXCLUSION OF OTHER WARRANTIES AND CONDITIONS**

EXCEPT AS PROVIDED HEREIN, WE MAKE NO REPRESENTATION OR WARRANTY OF ANY KIND. ALL OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ARE HEREBY EXPRESSLY DISCLAIMED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

## **LIMITATION OF LIABILITY FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES**

WE SHALL NOT IN ANY CASE BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM BREACH OF EXPRESSED OR IMPLIED WARRANTIES, CONDITIONS, GUARANTEES OR REPRESENTATIONS, BREACH OF CONTRACT, NEGLIGENCE, INSTALLATION OR ANY OTHER LEGAL THEORY. Such excluded damages include, but are not limited to, loss of profits or revenue, and loss of the use of the products, and any loss caused by leaks or other water damage.

## **FOR U.S. APPLICATION ONLY**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on warranties, or on remedies for breach. In such states, the above limitations may not apply to you.

## **FOR CANADIAN APPLICATION ONLY**

Exclusion of Subsequent Owners: Except as otherwise required by applicable legislation, this warranty is not transferable. This warranty gives you specific legal rights and you may also have other rights which vary from province to province. Some provinces and territories do not allow limitations on warranties, or on remedies for breach. In such provinces or territories, the above limitations may not apply to you. If any provision of this warranty or part thereof is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the validity, legality and enforceability of the remaining provisions or parts thereof will not in any way be affected or impaired within the jurisdiction of that court. This entire warranty shall continue to be valid, legal and enforceable in any jurisdiction where a similar determination has not been made.

## **SERVICE**

For service questions or inquiries please contact us at: [customercare@airmadebetter.com](mailto:customercare@airmadebetter.com)