

## Repair Service Procedure

Thermal Edge products include a one year warranty on parts and labor. Before contacting Technical Support, please follow the instructions in the trouble shooting guide included in the user manual. If the manual has been misplaced, it can be found at [www.thermal-edge.com](http://www.thermal-edge.com) or you can scan the "QR" code on the side of your Thermal Edge enclosure air conditioner.

If the problem cannot be resolved using the trouble shooting guide, please contact Thermal Edge Technical Support at 888-580-0202 or [support@thermal-edge.com](mailto:support@thermal-edge.com). Technical Support will attempt to diagnose and resolve any product issues over the telephone. If an issue is not resolved, you may be instructed to return the product to Thermal Edge for repair, or Thermal Edge may dispatch a field service technician to the product site.

### Return Material Authorization (RMA) Procedure

All returns require a Return Material Authorization (RMA) number for warranty or non-warranty repair, rotation of stock, damage or any other reason.

### IMPORTANT

*Returns without an RMA number will be refused and returned. Improper packaging may void the warranty. Air Conditioners shipped laying down will void the warranty. Collect shipments will be refused. After 60 days, the RMA will be canceled and any returns received will be refused.*

To be issued an RMA number, please be ready to provide:

- Purchase Order Number & Date
- Product Description & Reason for Request
- Model Number & Serial Number
- Customer name and contact info (email, phone number and address)
- Shipping method

Pack unit in suitable packing for shipment, preferably the original packaging if available.

- If suitable packing is not available, arrange for packaging to be shipped to you.
- Air Conditioners must be returned in an upright position properly secured to a pallet.
- Tip unit to empty water from the evaporator and boil off pans.
- Clearly mark the RMA number on the box.
- Customer will pay all freight charges.

### Out-of-Warranty Repair

If your Thermal Edge product is out of warranty and requires repair, simply call Thermal Edge Technical Support at (888) 580-0202. Technical Support will help you determine what repairs or parts are needed and, if possible, will provide a cost estimate.

If it is necessary to return the product to Thermal Edge, an RMA number will be issued. After the unit is received and diagnosed, you will receive a cost estimate for the work and parts needed. If the repairs and test process uncover other issues, you will be informed and given a cost quote for the work needed.

## Warranty Information

Thermal Edge products are warranted to be free of defects in workmanship, materials and components. The warranty period applies from date of shipment for one year. Replacement components have a one year warranty period, except for hermetic system components, which have a 90 day warranty period.

The above warranty applies when the equipment is operated under the following conditions:

- Ambient temperature not in excess of performance rating in normal atmosphere or as stated on product nameplate
- Voltage variation no greater than  $\pm 10\%$  from nameplate rating
- Frequency variation no greater than  $\pm 3\text{Hz}$  from nameplate rating
- Maximum cooling load no higher than air conditioner nameplate rating
- Waiting five minutes before restarting air conditioner after intentional or accidental shutoff
- Compliance to all other installation, maintenance and operating instructions, as supplied

Thermal Edge cannot assume responsibility for misapplication of its products or the erroneous selection of an inappropriate product by a non-authorized Thermal Edge representative. Our applications engineers will gladly assist in the selection of the proper product provided all required details of the application are furnished. Thermal Edge assumes no liability beyond the repair or replacement of its own product.

This Warranty does not cover:

- Labor or reimbursement of labor for evaluation, removal, installation, repair, or cost of any warranted part, except at the Thermal Edge factory in Dallas, Texas
- Use of equipment for other than its designed purpose or operating conditions
- Operation in harsh, oily, corrosive or other abnormal environmental conditions, without the proper filtration, sealing, protective coatings and/or weather protection
- Damage to hermetic system resulting from continuous operation with dirty or clogged air filters or improper or negligent maintenance
- Use of refrigerant other than designated
- Customer modification or abuse
- Shipping damage or other accident
- Repair or service by unauthorized personnel
- Cracked or broken hermetic tubing or brazed joints caused by shipping damage or mishandling

Claims for shipping damage are the responsibility of the Consignee. Timely claims must be filed with the freight carrier. The purchaser assumes the responsibility of grounding the unit and installing it in accordance with local electrical and safety codes, as well as the 2008 National Electric Code (NEC) and OSHA.

THIS WARRANTY CONSTITUTES THE ENTIRE WARRANTY WITH RESPECT TO THE PRODUCT AND IS IN LIEU OF ALL OTHERS, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY AND WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND IN NO EVENT IS THERMAL EDGE RESPONSIBLE FOR ANY CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER.

## Terms and Conditions:

- Payment Terms: 1% 10 days, net 30 days
- Shipping Terms: FOB Destination, pre-pay and add to invoice
- Return Policy: 25% Restocking fee on all stock goods. No return on units with options. RMA required prior to any returns