

Exclusions and Limitations

The warranty shall not cover:

- Any AIO purchased from a non-authorized or out-of-state dealer.
- The extended warranty does not cover wall controllers.
- Any service, part or repair if AIO has not been certified Ephoca technician prior to use.
- Any failure due to or following unauthorized repairs, or repairs performed by unauthorized personnel.
- Installation of AIO, setup of user controls or adjustments to user controls.
- Instruction on user operation.
- Labor costs after the first year, or service trips to deliver or pick up parts not covered by the warranty.
- Replacement of fuses or circuit breakers, wiring or plumbing connections.
- Damage to AIO where there is a corrosive atmosphere containing any damaging chemical such as chlorine or fluorine (other than that normally occurring in a residential environment).
- Cleaning or replacing air filters.
- Removing AIO from inaccessible locations.
- Correcting improper installations.
- Any AIO not installed pursuant to applicable regional efficiency standards issued by the Department of Energy or other local rules and ordinances.
- Failure of AIO due to acts of God, natural disasters, power failures, interruptions, brownouts or power spikes, or due to incorrect inadequate electrical service or failure of Internet Services or Home Networks.
- Any AIO with altered, missing or defaced serial number.
- Damages or personal injury caused directly or indirectly by failure or malfunction of AIO as a result of any cause including natural disasters, accidents, misuse, improper wiring or installation.
- Any cost of supplemental (replacement) Cooling or heat during equipment failure.
- Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
- Any unit if a documented maintenance plan is not in place prior to installation.

Failure to meet any of these conditions will void the warranty:

- The unit must be in alignment with the intended room's design specification
- Submit documented filter cleaning every two months.
- Submit documented annual unit cleaning.
- Maintain attic stock of at least 3%, with a minimum of 5 units.

- Labor warranty applies only to orders of 10 units or more.
- Submit self-certification photos must be submitted to Ephoca at selfcertify@ephoca.com. Warranty activation requires review, approval, and issuance of a certification.
- Splicing low-voltage thermostat wires will void the warranty.
- Using any other wire (e.g. multi-strand) besides a solid copper C-Wire will void the warranty.
- Customer's account balance must be paid.

The warranty will be void if any of the following terms are not met:

- Self-certification photos must be submitted to Ephoca at selfcertify@ephoca.com. Warranty activation requires review, approval, and issuance of a certification.
- The unit must be used in alignment with the intended room's design specifications.
- Warranty is void if the customer's account balance remains unpaid.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, IT IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD(S) ABOVE. NEITHER EPHOCA NOR ITS DISTRIBUTOR SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PRODUCTIVE DAMAGES OF ANY NATURE, INCLUDING WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. FOR A PARTICULAR USE OR PURPOSE.

NO ONE IS AUTHORIZED TO CHANGE THIS WARRANTY CERTIFICATE OR TO CREATE FOR US ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THIS AIR CONDITIONER. NO OTHER WARRANTY, EXPRESSED OR IMPLIED, IS APPLICABLE TO THIS PRODUCT.

Some states do not allow the exclusion or limitation of incidental/ consequential damages or limitations on how long an implied warranty lasts, so the above exclusion or limitation may not apply to you. This warranty gives you, the original purchaser, specific legal rights; you may also have other rights that vary from state to state. This warranty does not cover any additional responsibilities or obligations not expressly stated herein nor does it apply to any accessory that is not a part of the AIO as included in the package by Ephoca.