

MOOVAIR® EQUIPMENT BASIC LIMITED WARRANTY



Subject to the terms of this Limited Warranty statement (“Limited Warranty”), The Master Group, Inc. and all subsidiaries including, but not limited to, Value Added HVAC Distributors, Inc. (“Company”) offers to the original purchaser, as defined through voluntary product registration or the consumer information listed on the initial claim (whichever comes first), of this Moovair product (the “System”) purchased and installed in the United States of America, as of 05/01/2024, that the repair components within the equipment below is covered as follows:

Heat Pumps	DMA**HOS20230E7, DMC36HOS20230E7
Air Handlers	FMA**HIAHUU230X7
Coils	CUB**HAC20*WT7A
Electric Heat	EAH-**B-UL

Residential Applications: If any repair component proves defective due to improper factory workmanship and/or material for a period of 10 years and 6 months from the date of manufacture of the System, the Company will replace any defective part without charge for the part. Replacement parts are warranted for the remainder of the original warranty period or 1 year, whichever is greater. Replacement parts, at the sole discretion of the Company, may be of like kind and quality or may be new or remanufactured. Defective parts may be required to be returned to the Company in exchange for the replacement parts and become the property of the Company.

This Limited Warranty does NOT include cabinet pieces, equipment accessories, driers, filters, refrigerant, refrigerant line sets, gaskets, wiring, fuses, surge protection devices, and/or any other components deemed consumable that should be maintained through a preventative maintenance program.

Major Component Failure, Unit Replacement Allowance: In addition to the above parts warranty, if the compressor, reversing valve, condenser coil, or evaporator coil proves defective due to improper factory workmanship and/or material for a period of 2 years from the date of manufacture of the System, a comparable Moovair unit component (heat pump or air handler or coil) will be provided, at no charge, by the Company. This allowance is limited to residential single-family, owner-occupied homes where the System is used strictly for comfort climate control purposes. The original System must be an approved AHRI match to receive this allowance. All unit replacement claims require review and approval by a Company Technical Service Manager (“TSM”). The Company has the right, at its sole discretion, to deny replacement claims due to improper installation, incorrect application, or other extenuating circumstances that it deems are unrelated to factory workmanship and/or material. Approved replacement units carry the remaining warranty of the original purchased System or one year, whichever is greater. System component replacement does not qualify for labor reimbursement.

Commercial Applications: When installed in commercial applications, if any repair component proves defective due to improper factory workmanship and/or material for a period of 5 years and 6 months from the date of manufacture of the System, the Company will replace any defective part without charge for the part. Commercial applications are defined as any building operating as a business. Replacement parts are warranted for the remainder of the original warranty period or 1 year, whichever is greater. Replacement parts, at the sole discretion of the Company, may be of like kind and quality or may be new or remanufactured. Defective parts may be required to be returned to the Company in exchange for the replacement parts and become the property of the Company.

Manufacturer Labor: If any repair component proves defective due to improper factory workmanship and/or material for a period of 90 days from the date of installation of the System, the Company will reimburse specific repair costs based on the labor allowance table below:

Category	Description	Repair/Replacement Hours Allowance
Refrigerant	Refrigerant parts or repairs, refrigerant recovery, vacuum	5
Motor	Outdoor/indoor motor, fan blade, blower wheel, circuit board, all other covered parts	2

Important labor notes:

- All labor claims must be initiated by a licensed HVAC professional and require review and approval by a Company TSM
- For each claim, labor reimbursement, to a licensed HVAC professional, is limited to a maximum of 5 hours
- Allowances for multiple repairs within a category are not cumulative for the same failure event

Installation - This Limited Warranty applies only to the Systems of the original purchaser, installed in its original location, by HVAC contractors licensed to install HVAC Systems under applicable local and/or federal laws in the United States of America in accordance with:

- All applicable building codes and permits
- Company installation and owner’s manual
- HVAC trade best practices

Exclusions:

The following exclusions and limitations are not covered by this Limited Warranty:

- 1) Property damages or personal injury, malfunction, or failure of the System caused by:
 - a. accident, abuse, negligence, improper storage, or misuse (including failure to perform maintenance as described in the owner's manual guide such as cleaning air filters, or any damages due to excessive physical or electrical constraints)
 - b. operating the System in a corrosive or wet environment, including those containing chlorine, fluorine or other hazardous or harmful chemicals or other environmental factors including sea or salt water
 - c. installation, alteration, repair or service by anyone other than a licensed HVAC contractor or other than in accordance with the manufacturer's written instructions
 - d. operating the System in a manner that does not comply with the owner's manual
 - e. freight damage and improper handling
 - f. damage due to any acts of God including, but not limited to, fire, storm, severe thunderstorm, wind, lightning, flood, earthquake, hurricane, or tornado
 - g. animals, insects, bodily fluids
 - h. operation of the electrical components at a voltage outside of the range indicated on nameplate, blown fuses, open circuit breaker, or ineffective or inaccessible electrical or internet service
 - i. damage due to theft, vandalism, or riot
 - j. any damage caused by parts or components from third parties used for the installation of the System including, but not limited to, pipes, cables, pumps, switches, adapters, covers, ducts, fittings, etc.
 - k. any part not purchased from the Company or purchased on the internet
 - l. installation of replacement components used to convert the System to an alternate refrigerant inconsistent with its nameplate
 - m. use of alternative, contaminated, non-approved refrigerant or additives
 - n. failure to flow nitrogen when brazing connections
- 2) Diagnostics and service provider travel costs during service calls
- 3) Labor costs charged by the service provider except where provided in Manufacturer Labor section in this Limited Warranty
- 4) Annual maintenance and routine maintenance as well as any required repair because the maintenance has not been done or is not in accordance with the owner's manual including, but not limited to, cleaning coils, filters, blower wheel, drain and changing the thermostat battery
- 5) Any repair made necessary following a failure of the System due to snow, ice, or debris accumulation on the outdoor unit or other bad weather conditions
- 6) Cosmetic defects or damages to components that do not impact System performance
- 7) Any repairs to the outer casing of the indoor unit
- 8) Covered refrigerant leaks are limited to the piping contained in the System itself. For better clarity, any other leaks (joints, external piping, welding) are not covered

- 9) Water leaks due to improper installation of external drainage system
- 10) Repairs due to improper initial installation of the system
- 11) Subsequent repairs due to inadequate service work
- 12) All replacement filters; carbon, plasma, apple catechin and high efficiency
- 13) Utility cost or increase in utility costs for any reason
- 14) In addition, this Limited Warranty will be void if System serial numbers have been altered, obliterated or removed
- 15) This Limited Warranty may not be extended, enlarged or affected by, and no obligation or liability shall arise or grow out of, the Company providing, directly or indirectly, technical advice, information and / or service to original owner in connection with the System

Warranty limits: EXCEPT AS OTHERWISE CONTAINED IN THIS LIMITED WARRANTY, THE COMPANY MAKES NO OTHER WARRANTIES OF ANY KIND WHATSOEVER REGARDING THE SYSTEM. THE COMPANY DISCLAIMS AND EXCLUDES ALL WARRANTIES NOT EXPRESSLY PROVIDED HEREIN AND ALL REMEDIES WHICH, OTHER THAN THIS PROVISION, MAY ARISE BY OPERATION OF LAW INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, OF NONINFRINGEMENT OF THIRD PARTY INTELLECTUAL PROPERTY RIGHTS, AND OF FITNESS FOR A PARTICULAR PURPOSE. NO ONE IS AUTHORIZED TO MODIFY THIS LIMITED WARRANTY IN ANY WAY OR TO CREATE OTHER OBLIGATION OR LIABILITY FOR THE COMPANY WITH REGARDS TO ANY SYSTEM. THE COMPANY DISCLAIMS ALL LIABILITY FOR THE ACTS, OMISSIONS OR CONDUCT OF ALL THIRD PARTIES (INCLUDING, BUT NOT LIMITED TO, THE HVAC CONTRACTOR) IN CONNECTION TO OR RELATED TO THE SYSTEM.

Limits of liability: UNDER NO CIRCUMSTANCES, SHALL THE COMPANY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION

- 1) LOSS OF REVENUE OR PROFIT
- 2) DEPRIVATION OF PROPERTY
- 3) DEGRADATION OF OTHER GOODS
- 4) COSTS OF REMOVAL AND REINSTALLATION OF SYSTEM
- 5) INJURY CAUSED TO PERSONS OR MATERIAL DAMAGE ARISING OUT OR RELATED TO THE SYSTEM, WHETHER BASED ON BREACH OF WARRANTY, BREACH OF CONTRACT, EXTRA CONTRACTUAL ACT (TORT) OR OTHERWISE, EVEN IF THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN NO EVENT SHALL THE COMPANY'S LIABILITY EXCEED THE VALUE OF THE PURCHASE PRICE OF THE SYSTEM TO WHICH ANY CLAIM IS MADE

If any provision herein is deemed to be illegal or unenforceable, that provision will be inapplicable and the other provisions of the Limited Warranty will continue to have full effect.

This Limited Warranty gives the original owner specific legal rights and the original owner may also have other rights which vary from state to state.

This Limited Warranty is only valid in United States of America and is not transferable.

Optional Product Registration: To provide a proof of record of the System and its owner, the voluntary product registration can be found at www.moovair.com/product-registration/. Voluntary product registration also provides Moovair the ability to contact end users for product related reasons/concerns.

How to obtain warranty service: If repairs are required, the owner must contact an authorized service provider. In the event the installation service provider is no longer available, an authorized dealer may be found at www.moovair.com/dealer-locator/.

To submit a warranty claim: The service provider must complete and submit a claim form to the Company for any reimbursement. All claims must be received by the Company no later than sixty (60) days from the date of failure. All claims submitted after this period are subject to automatic denial.

For more contact information, please see below:

Website - www.moovair.com

Email – moovair@vadhvac.com

Owner’s Manual – <https://moovair.com/operation-manuals/>

Dispute Resolution: Please report any disputes to (888) 228-0578 at least thirty (30) days prior to pursuing any legal resolutions.