National Comfort Products
An AeriTek Brand

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WARRANTY GUIDELINES

All parts are subject for return at factory discretion during the RMA approval from National Comfort Products warranty administrator.

Labor Allowance:

1. Limited to the first 90 days after purchase (must have a receipt of purchase and/or an installation invoice).
2. Must submit a descriptive labor quote with the RMA Request Form to be considered.
3. Subject to approval.
    a. The RMA request form must be completed in its entirety by the wholesaler handling the claim and accompanied by a detailed labor quote submitted by the mechanical contractor. Both the RMA Request Form and the detailed labor quote must then be submitted to National Comfort Products by the wholesaler handling the claim for review.
    b. After review, the RMA request form will be returned issuing an RMA number and instruction for either return, field scrap, or label return. If return is requested affix the RMA number to the outside of the box in which the DOA part will be returned to National Comfort Products in.
    c. No labor allowance will be considered if the part is not returned unless instructed otherwise by National Comfort Products. All defective parts must be collected from the work site and taken to the wholesaler handling the claim. The wholesaler will return the part for inspection by National Comfort Products once the RMA form is completed and an RMA number has been issued.

Compressor Replacement - $325.00 maximum allowance (This allowance includes refrigerant, driers, etc.)
The Compressor Checklist included with the installation instructions and with the RMA form must be filled out entirely before deeming the compressor defective. Failing to fill out the Compressor Checklist may result in Credit or Labor being denied.
All Compressors covered under the labor allowance guidelines must be returned to the wholesaler so it can be shipped back to National Comfort Products for inspection.
Do not hold on to the warranty compressors more than 30 days from the fail date.
A warranty compressor will not be accepted and a credit will not be issued after 30 days from the fail date.

Field Scrapping
When the factory authorizes a compressor to be field scrapped you will be directed at the time of RMA request. The name plate of the compressor will be needed to credit warranty in all cases when the compressor is authorized for field scrap. The nameplate must be intact.

Leaks and Restrictions - $210.00 maximum allowance (includes refrigerant, driers, etc.)
A labor allowance is available within the first 90 days of original installation for the repair of factory leaks and or restrictions.
The leak or restriction allowance applies only to the repair of leaks at factory joints or coil defects that result in a refrigerant leak.
Leak allowances also apply to defective expansion devices or reversing valve if applicable. Leak allowance does not apply to compressors (see compressor replacement).

DOA Components – Factory discretionary in regards to failed component. Not to exceed $105.00.
A labor allowance is available to offset dealer warranty costs within the first 90 days of original installation for a DOA component replacement. Any allowance for DOA components