



Pridiom Ductless Mini-Split Warranty

All Pridiom Ductless Mini-Splits are an installed product and MUST be installed by a Professional HVAC Contractor.

Pridiom Group LLC warrants that Pridiom brand units and AmcorAire brand units sold through Pridiom are free from defect as follows:

Parts: All parts covered for 3 years from date of original purchase. A replacement part will be shipped free of charge directly to the servicing contractor. Replacement part will be warranted for the remained of the original warranty period. Defective part may need to be returned to Pridiom for inspection.

Compressor: All compressors are covered for 5 years from date of original purchase. A replacement compressor will be shipped free of charge directly to the servicing contractor. Replacement compressor will be warranted for the remained of the original warranty period. Defective compressor may need to be returned to Pridiom for inspection.

Labor: Labor charges will be reimbursed directly to servicing contractor for a period of 1 year from date of original purchase. Reimbursement shall be limited to the schedule detailed below

This warranty does not cover problems that arise due to installation error or outside events.

A refrigerant leak will be covered under this warranty providing the leak is within the condensing (outdoor) unit or the evaporator (indoor) unit. Refrigerant leaks found between the connections of the condenser and the evaporator is not a defect and is not covered by this warranty.

End User Procedure:

If you encounter a problem with a Pridiom ductless mini-split unit please do not call Pridiom, follow these steps:

1. Call an HVAC professional who can come out and inspect the unit. Your first choice should be your installing contractor. Many times they will come out Free of Charge during the first year. Be aware that there may be a service fee or diagnostic charge. THIS IS NOT COVERED BY PRIDIOM'S WARRANTY.
2. If the contractor needs assistance in diagnosing or troubleshooting the problem they should call tech service at Pridiom. Make sure the contractor is the one that makes the call from the job site. There may be questions that only the contractor can answer, he may also need to do tests on the equipment and convey the results to our Service Department.
3. If a part is required to make the repair it will be shipped directly to the contractor free of charge during the first three years, five years for compressor. Note that any labor payments for defective parts are made directly to the contractor not the end user. See Limited Labor policy for more details.



Limited Labor Policy for Pridiom Ductless Mini-Splits

November 1, 2009

Pridiom Ductless Mini-Splits carry a limited labor warranty for a period of one year from date of purchase.

This limited labor warranty is only valid only on Pridiom Ductless Mini-Splits that are installed by a Professional HVAC Contractor. This labor warranty will reimburse the contractor for a specific \$ amount for replacement of a defective part only, this does not cover diagnostic time and or repairs related to installation error or outside damage, vandalism, etc.. This does not cover replacement or adjustment of parts damaged during shipping & handling.

The following are required to receive reimbursement:

1. Diagnosis consultation between Servicing Contractor and Pridiom Group Technical Service Department 201-438-3260 ext. 304
2. Completion of Labor Claim Request Form. Send to Tech Service by fax 877-275-9234 or email: support@pridiom.com

All Payments will be made directly to the contractor within 30 days of approval of labor claim. Pridiom reserves the right to inspect any unit that has been filed for a warranty claim.

Payment reimbursement schedule:

Compressor Replacement	\$ 175.00
Repair of Refrigerant Leak	\$ 125.00
Replace Refrigerant component	\$ 100.00
Use of Reclaim Machine	\$ 25.00
Refrigerant Charge due to failed component or internal leak	\$ 50.00
PCB Replacement	\$ 50.00
Fan Motor Replacement (Indoor)	\$ 75.00
Cross Fan Assembly replacement (Indoor)	\$ 75.00
Fan Motor (Outdoor)	\$ 50.00
Other Parts not listed above	\$ 50.00



Labor Claim Request Form

Send Form to Pridiom Tech Service Department

By Fax: 877-275-9234

By email: support@pridiom.com

Contractor Info

Name _____

Address _____

Phone _____

Fax _____

email _____

Name of Technician _____

Model #

Indoor _____

Outdoor _____

Serial Number

Indoor _____

Outdoor _____

Date of Installation _____

Date of Failure _____

Date of Repair _____

EndUser Info

Name _____

Address _____

Describe Problem & Solution _____
