Limited Warranty

Dear Valued Customer,

Thank you for choosing our reliable heating and cooling equipment. We stand by the quality of our products and offer you the following warranty coverage:

Your Warranty
10-Year Parts Warranty & 10-Year Compressor Warranty

As long as your system uses the same refrigerant for all components and is part of a compatible system, your parts and compressor are covered under warranty. If any part of your AC Pro unit fails due to a defect in materials or workmanship within ten years of installation, we will provide a replacement part free of charge. The compressor also has a ten-year warranty under the same conditions. Please note that you are responsible for any labor and shipping costs associated with the replacement.

How to Claim Your Warranty
To make a warranty claim, please contact your installing contractor with the original receipt or a clear photocopy. They will handle the repair or replacement process for you. Replacement parts will be of equal or greater performance than the original.

Important Details
- Proof of Purchase: Keep your original purchase receipt, as it is required for warranty claims.
- Labor & Shipping: Labor, diagnostics, installation, and shipping costs are not covered by the warranty.
- Maintenance: Regular maintenance as described in your owner's manual, such as cleaning coils and replacing filters, is essential and not covered by the warranty.

Exclusions
- Units installed in non-residential buildings or used for commercial purposes are not covered by this warranty. Please refer to the AC Pro Commercial Products Warranty for details.
- Units installed outside the United States are not covered.
- Any modifications or use of unauthorized parts will void the warranty.
- Normal wear and tear, accidental damage, and environmental factors are not covered.

Need Help?
For assistance, visit www.acpro.com or call our support team at 1-800-800-4121.

Arbitration Clause
Any disputes regarding your warranty will be resolved through neutral binding arbitration instead of in court. This arbitration will be conducted on an individual basis.

AC PRO USA UNITARY RESIDENTIAL Warranty Policies

AC PRO USA UNITARY RESIDENTIAL WARRANTY PRODUCTS: SEE PAGE 6 FOR SPECIFIC MODELS COVERED UNDER THIS WARRANTY

AC Pro Inc. ("AC PRO") takes quality control and production processes seriously and understands the importance of protecting your investment in AC PRO UNITARY RESIDENTIAL products. AC PRO UNITARY RESIDENTIAL products come with a Ten (10) YEAR PARTS WARRANTY and Ten (10) YEARS ON THE COMPRESSOR WARRANTY measured from the date of installation or 12 months from the manufacturing date, whichever comes first.

The AC PRO UNITARY RESIDENTIAL WARRANTY consists of six (6) pages. They are divided into a basic explanation of certain warranty terms on Pages 1 through 3 and more detailed explanations on Page 5. ALL THE TERMS SET FORTH IN THE ENTIRE DOCUMENT CONSISTING OF SIX (6) PAGES ARE PART OF AC PRO's UNITARY RESIDENTIAL WARRANTY. PLEASE READ ALL PAGES AS THEY ALL CONTAIN IMPORTANT INFORMATION AND EXCLUSIONS PERTAINING TO AC PRO's WARRANTY.

Before taking advantage of our UNITARY RESIDENTIAL warranty, please thoroughly read and understand the terms and conditions for a valid claim. All warranty repair requests are to be submitted through the installing contractor.

TERMS AND CONDITIONS

Please note: AC PRO reserves the right to change the terms and conditions of the UNITARY RESIDENTIAL warranty without advance notice, provided that all products purchased prior to the date of a change in the terms and conditions of the warranty shall be warranted under the terms prior to the change. The terms of the UNITARY RESIDENTIAL warranty set forth in this document, which are deemed effective for purchases made on and after January 1, 2025, supersede and replace all previous warranties made by AC PRO or in connection with AC PRO UNITARY RESIDENTIAL products. This UNITARY RESIDENTIAL warranty supersedes and replaces any previous warranty effective as of January 1, 2025.

WARRANTY TERMS

1. This AC PRO UNITARY RESIDENTIAL warranty applies only to AC PRO products and original parts purchased within or delivered in the United States.
2. The AC PRO UNITARY RESIDENTIAL warranty applies only to the original purchaser and cannot be transferred to anyone.
3. In order to exercise rights under this UNITARY RESIDENTIAL warranty, Purchaser must present to AC PRO the original or a clear and complete photocopy of the original receipt issued by AC PRO at the time of purchase and a reasonably detailed explanation of the reason Purchaser is seeking repair or replacement of the AC PRO UNITARY RESIDENTIAL parts.
4. This AC PRO UNITARY RESIDENTIAL warranty covers component failures due to manufacturer defects, materials, or workmanship under normal industry installation practices and normal operating conditions within the warranty period.

5. UNITARY RESIDENTIAL Warranty claims shall be handled through the repair or replacement of the returned product as AC PRO, in its sole discretion, shall decide. Replacement products shall be of equal or greater performance than the performance of the returned product. Furnishing the replacement part is AC PRO's only responsibility under this UNITARY RESIDENTIAL warranty, and the furnishing of the replacement part is the owner's only remedy. THE OWNER AGREES THAT THESE REMEDIES ARE THE OWNER'S EXCLUSIVE REMEDIES FOR BREACH OF ALL UNITARY RESIDENTIAL WARRANTIES, EXPRESS OR IMPLIED.

6. AC PRO UNITARY RESIDENTIAL Warranty coverage begins at the date of installation. If that date cannot be verified, then coverage would start one hundred eighty days from the manufacturing production date. Replacement and repaired parts are warranted for the remainder of the original UNITARY RESIDENTIAL warranty period based on the original date of purchase of the products which were repaired or replaced.

7. AC PRO UNITARY RESIDENTIAL products received through promotions, contests, giveaways, or sponsorships are not covered by any warranty. AC PRO UNITARY RESIDENTIAL products which are purchased from anyone other than AC PRO or an authorized AC PRO dealer are not covered by any warranty.

8. UNITARY RESIDENTIAL Product models listed on page 6 of this document are covered under this warranty.

9. Replacement of units or incidental parts required for the replacement of an UNITARY RESIDENTIAL warranted component is not covered by this warranty.

10. Labor, shipping, diagnostics, installation, or damages resulting from part failure are not covered by this UNITARY RESIDENTIAL warranty.

11. Any utility overages due to inefficient operations from parts failure are not covered by this UNITARY RESIDENTIAL warranty.

12. Normal maintenance as described in the owner's manual supplied at the time of installation, such as cleaning of the coils, filter cleaning and/or replacement, and lubrication, is not covered by this UNITARY RESIDENTIAL warranty.

13. Units that are installed in buildings other than owner-occupied residences, such as non-residential buildings or commercial applications, are not covered by this UNITARY RESIDENTIAL warranty. (See AC Pro Commercial Products Warranty for Coverage)

14. If a unit manufactured for residential use is installed in a commercial building, the commercial warranty shall apply to such unit.

15. Units that are installed outside the United States are not covered by this UNITARY RESIDENTIAL warranty.

16. UNITARY RESIDENTIAL Warranty coverage for the compressor is for the compressor component only.

LIMITED WARRANTY – TEN (10) YEARS

The ten (10) year limited warranty applies only when the following conditions are met:

1. Air handlers, indoor/evaporator coils, air conditioners, heat pumps, and residential packaged units must use matching refrigerant when paired as a system.
2. Air handlers, indoor/evaporator coils, air conditioners, and heat pumps must be part of a compatible system.

NON-RESIDENTIAL/COMMERCIAL APPLICATIONS ARE NOT ELIGIBLE FOR THIS LIMITED WARRANTY

PRODUCT CONDITIONS

THE FOLLOWING, WHETHER COMMITTED BY PURCHASER OR BY ANY OTHER PERSON, WILL VOID THE WARRANTY:

1. Tampering with, defacing, or removing any stickers or plates containing product information such as model number, serial number, or part number.
2. Causing part or component defects through improper usage, design flaw, improper installation, lack of maintenance, failure to comply with operating instructions, inappropriate operating conditions, or unapproved (by AC PRO) repairs or use of parts or modifications.
3. Failure to return the product in the stock factory configuration or failure to remove any aftermarket modifications.
4. Causing defects through accidents, power failures including brown outs or surges, acts of God, frozen or broken water pipes, acts of nature, negligence, immersion in or exposure to liquid through improper ventilation, or other conditions or acts beyond AC PRO's control.
5. Causing damage from corrosive environments in or around the installation site.
6. Knowingly submitting a fraudulent warranty claim.
7. Damages that are the result of a maintenance-related failure. Purchaser shall comply with regular preventative maintenance at least twice a year and as described in the owner's manual, including but not limited to: (i) regular filter cleaning or changes, (ii) bi-annual outdoor unit coil cleaning, (iii) bi-annual visual inspections and operational tests to be performed by a licensed service installing contractor.

UNITARY RESIDENTIAL WARRANTY CLAIMS AC PRO reserves the right to:

1. Determine, in AC PRO's sole discretion, the condition of the returned product following inspection and verification. AC PRO's determination shall be final and binding.
2. Charge Purchaser and collect a reasonable service charge and shipping fees from Purchaser for any product returned in non-defective or improper condition.
3. Hold at Purchaser's expense any product returned to AC PRO which has not been approved by AC PRO for return and then ship to Purchaser at Purchaser's expense, paid prior to shipping all such products.
4. With respect to defective parts, determine in AC PRO's sole discretion whether to repair or replace such parts.

AC PRO shall have no liability for:

1. Damage to any returned product resulting from improper packaging.
2. Damage to any returned product caused in transit or by improper handling by the shipping carrier.

SHIPPING

1. Purchaser shall pay without reimbursement all shipping and handling costs to return products to the facility designated by AC PRO.

2. AC PRO shall choose the shipping method and carrier and pay the costs of shipping and handling for the one-way shipping back to Purchaser of the repaired or replacement parts.

3. AC PRO shall not ship to any P.O. boxes, military addresses (including without limitation APO, FPO, and MPO), nor to any destinations outside the United States.

ARBITRATION CLAUSE

IMPORTANT. PLEASE REVIEW THIS ARBITRATION CLAUSE. IT AFFECTS YOUR LEGAL RIGHTS.

1. **Parties:** This arbitration clause affects your rights against AC PRO and any of its affiliates or employees or agents, successors, or assigns, all of whom together are referred to below as "we" or "us" for ease of reference.

2. **Arbitration Requirement:** Except as stated below, any dispute between you and any of us shall be decided by neutral binding arbitration rather than in court or by jury trial. "Dispute" will be given the broadest possible meaning allowable by law. It includes any dispute, claim, or controversy arising from or relating to your purchase of an AC Pro product, any warranty upon the parts, or the parts condition. It also includes determination of the scope or applicability of the Arbitration Clause. The arbitration requirement applies to claims in contract and tort pursuant to statute or otherwise.

3. **Class-Arbitration Waiver:** Arbitration is handled on an individual basis. If a dispute is arbitrated, you and we expressly waive any right to participate as a class representative or class member on any class claim you may have against us or we against you, or as a private attorney general or in any other representative capacity. You and we also waive any right to class arbitration or any consolidation of individual arbitra-tions.

4. **Discovery and Other Rights:** Discovery and rights to appeal in arbitration are generally more limited than in a lawsuit. This applies to both you and us. Other rights that you or we would have in court may not be available in arbitration. Please read this Arbitration Clause and consult the rules of the arbitration organizations listed below for more information.

5. **Small Claims Court Option:** You may choose to litigate any dispute between you and any of us in small claims court rather than in arbitration if the dispute meets all requirements to be heard in small claims court.

6. **Governing Law:** For residents of the United States, the procedures and effect of the arbitration will be governed by the Federal Arbitration Act (9 U.S.C. § 1 et seq.) rather than by state law concerning arbitration. The law governing your substantive warranty rights and other claims will be the law of the state or province in which you purchased your unit. Any court having jurisdiction may enter judgment on the arbitration award.

7. **Rules of Arbitration:** If the amount in controversy is less than $250,000, the arbitration will be decided by a single arbitrator. If the amount in controversy is greater than or equal to $250,000, the arbitration will be decided by a panel of three arbitrators. The arbitrator(s) will be chosen pursuant to the rules of the administering arbitration organization. United States residents may choose the American Arbitration Association (1633 Broadway, 10th Floor, New York, NY 10019, www.adr.org), JAMS (1920 Main Street, Ste. 300, Ir-vine, CA 92614, www.jamsadr.com), or subject to our approval, any other arbitration organization. These organizations' rules can be obtained by contacting the organization or visiting its website. If the chosen arbitration organizations' rules conflict with this Arbitration Clause, the provisions of this Arbitration Clause control. The award of the arbitrator(s) shall be final and binding on all parties.

8. **Location of the Arbitration Hearing:** Unless applicable law provides otherwise, the arbitration hearing for United States residents will be conducted in the federal judicial district in which you reside.

9. **Costs of the Arbitration:** Each party is responsible for its own attorney, expert, and other fees unless applicable law requires otherwise. AC PRO will pay your share of the fees charged by the arbitration organization and arbitrator(s) beyond the first $200. Where permissible by law, you may be required to reimburse AC PRO for the fees of the arbitration organization and arbitrator(s) in whole or in part by decision of the arbitrator(s) at the discretion of the arbitrator(s).

10. **Survival and Enforceability of this Arbitration Clause:** This Arbitration Clause shall survive the expiration or termination or any transfer of the warranty on your unit. If any part of this Arbitration Clause except waivers of class-action rights is found to be unenforceable for any reason, the remainder of this clause and the warranty shall remain enforceable. If, in the case in which class-action rights under this warranty are found to be unenforceable with respect to any part of the dispute, the parts of the dispute as to which the waiver of class-action rights have been found unenforceable will be severed and will proceed in court without reference or application of this Arbitration Clause. Any remaining parts will proceed in arbitra-tion.

PLEASE CONTINUE READING THE OTHER WARRANTY TERMS WHICH BEGIN ON THE NEXT PAGE.

WARRANTY – ADDITIONAL IMPORTANT TERMS

AC PRO ("Vendor") represents and warrants that Vendor has and shall continue to have through the fulfillment of Vendor's obligations under this Agreement all rights, titles, licenses, permissions, and approvals required to sell the Products. The Products shall be new and in working order at the time of delivery to Purchaser. Vendor further warrants that the Products shall be owned by Vendor free and clear of any and all liens, claims, and encumbrances on the date of delivery to Purchaser and that Vendor shall transfer title to the Products free and clear of any and all liens, claims, and encumbrances other than Vendor's purchase money security interest. Vendor represents and warrants that the Products and their use by Purchaser do not and shall not infringe, violate, or in any manner contravene or breach any patent, copyright, trademark, license, or other property or proprietary right or constitute the unauthorized use or misappropriation of a trade secret of any third party. If the Products be-come the subject of a claim of intellectual property infringement or related claim, Vendor shall, to the extent that Vendor has any rights against the alleged infringer, at its expense and election (i) procure the right for Purchaser to continue using the Products, (ii) modify the Products so that they become non-infringing, or (iii) provide non-infringing substitute Products functionally equivalent and of compatible utility.

THE WARRANTIES EXPRESSLY STATED IN THIS "WARRANTY – ADDITIONAL IMPORTANT TERMS" AND THE WARRANTY OF WHICH THIS IS A PART CONSTITUTE THE ONLY WARRAN-TIES MADE BY VENDOR. SUCH WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS, WHETHER STATUTORY, EXPRESS, OR IMPLIED, INCLUDING WITHOUT LIMITA-TION ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE HEREBY DISCLAIMED.

LIMITATION OF LIABILITY. VENDOR OR ANY OF ITS AFFILIATES SHALL UNDER NO CIR-CUMSTANCES BE HELD LIABLE, WHETHER IN CONTRACT, IN TORT, UNDER ANY WAR-RANTY, OR ANY OTHER THEORY OF LIABILITY, FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF REVENUE, LOSS OF OPPORTUNITY, PRESENT OR PROSPECTIVE PROFITS, EXPENDITURES, INVESTMENTS, OR COMMITMENTS, BUSINESS DISRUPTION, OR OTHER PECUNIARY LOSS, WHETHER MADE IN THE ESTABLISHMENT, DEVELOPMENT, OR MAINTENANCE OF BUSINESS REPU-TATION OR GOODWILL, COST OF CAPITAL, OR FOR ANY OTHER REASON WHATSOEVER, INCLUDING BUT NOT LIMITED TO THE CLAIMS OF ANY THIRD PARTY ARISING OUT OF THE USE OF OR INABILITY TO USE THE PRODUCTS AND/ OR SERVICES, EVEN IF THEY HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. VENDOR'S ENTIRE LIA-BILITY FOR ANY CLAIM, WHETHER IN CONTRACT, TORT, UNDER ANY WARRANTY, OR ANY OTHER THEORY OF LIABILITY, SHALL NOT EXCEED THE AGGREGATE AMOUNT PAID OR PAYABLE BY PURCHASER UNDER THIS AGREEMENT.

Model #			
AIRH-B-24ME2BB	M4CS-H-036BSB	AIRH-M-1036112B	SPHP-XB-I036BC
AIRH-B-36ME2BB	M4CS-H-048BSB	AIRH-M-1036E12B	SPHP-XB-I060BC
AIRH-B-48ME2BB	MCON-H-009BBB	AIRH-M-1048116B	AIRH-X-1100B
AIRH-B-60ME2BB	MCON-H-012BBB	AIRH-M-1048E16B	AIRH-X-1120B
SPHP-B-36VBB	MCON-H-016BBB	AIRH-M-1060120B	AIRH-X-1150B
SPHP-B-60VBB	MDUC-H-009BBB	AIRH-M-1060E20B	AIRH-X-176B
CORE-C-A112A	MDUC-H-012BBB	AIRH-M-1F01810B	COIL-X-24CMEC
CORE-C-B116A	MDUC-H-018BBB	AIRH-M-1F02410B	COIL-X-36CMEC
CORE-C-C120A	MDUC-H-024BBB	AIRH-M-1F03010B	COIL-X-48DMEC
M1CS-D-009BMC	MDUC-H-036BSB	AIRH-M-1F03610B	COIL-X-60DMEC
M1CS-D-012BMC	MDUC-H-048BSB	COIL-M-03036AMTB	PKHP-X-024VBC
M1CS-D-018BMC	MDUC-H-060BSB	COIL-M-03036BMTB	PKHP-X-036VBC
M4CS-D-009BMC	MHPC-H-009BSB	COIL-M-04248BMTB	PKHP-X-048VBC
M4CS-D-012BMC	MHPC-H-012ASB	COIL-M-04860CMTB	PKHP-X-060VBC
M4CS-D-018BMC	MHPC-H-012BSB	PKGE-M-024L1060BB	SPAC-X-I036BC
M4CS-D-024BMC	MHPC-H-018BMB	PKGE-M-030L1060BB	SPAC-X-I060BC
MCON-D-012BMC	MHPC-H-018BSB	PKGE-M-036L1090BB	SPHP-X-I036BC
MCON-D-018BMC	MHPC-H-024BSB	PKGE-M-042L1090BB	SPHP-X-I060BC
MDUC-D-009BMC	MHPC-H-027BMB	PKGE-M-048L1090BB	AIRH-Y-V01808CB
MDUC-D-012BMC	MHPC-H-036BMB	PKGE-M-060L1090BB	AIRH-Y-V02408CB
MDUC-D-018BMC	MHPC-H-036BSB	PKGE-M-060L1110BB	AIRH-Y-V03612CB
MDUC-D-024BMC	MHPC-H-048BMB	PKHP-M-0241BB	AIRH-Y-V04816CB
MHPC-D-009ASC	MHPC-H-048BSB	PKHP-M-0361BB	AIRH-Y-V06020CB
MHPC-D-009BSC	MHPC-H-060BMB	PKHP-M-0481BB	COIL-Y-1824AMTB
MHPC-D-012ASC	MHPC-H-060BSB	PKHP-M-0601BB	COIL-Y-1824BMTB
MHPC-D-012BSC	MMUL-H-018BMB	PKHP-M-0601CB	COIL-Y-3036BMTB
MHPC-D-018BMC	MMUL-H-024BMB	SMAH-M-018E08B	COIL-Y-3036CMTB
MHPC-D-018BSC	MMUL-H-030BMB	SMAH-M-024E08B	COIL-Y-4860CMTB
MHPC-D-024BMC	MMUL-H-036BMB	SMAH-M-030E10B	SMAH-Y-18EMBB
MHPC-D-024BSC	MWAL-H-009BBB	SMAH-M-036E12B	SMAH-Y-24EMBB
MHPC-D-030BMC	MWAL-H-012ASB	SPAC-M-1018BB	SMAH-Y-30EMBB
MHPC-D-030BSC	MWAL-H-012BBB	SPAC-M-1024BB	SMAH-Y-36EMBB
MHPC-D-036BMC	MWAL-H-018BBB	SPAC-M-1030BB	SPAC-Y-V018BB
MHPC-D-036BSC	MWAL-H-024BBB	SPAC-M-1036BB	SPAC-Y-V024BB
MHPC-D-042BMC	MWAL-H-030BBB	SPAC-M-1042BB	SPAC-Y-V030BB
MHPC-D-048BMC	MWAL-H-036BBB	SPAC-M-1048BB	SPAC-Y-V036BB
MWAL-D-009ASC	MHPC-J-009ASB	SPAC-M-1060BB	SPAC-Y-V048BB
MWAL-D-009BMC	MHPC-J-009BSB	SPHP-M-1018BB	SPAC-Y-V060BB
MWAL-D-009BSC	MHPC-J-012ASB	SPHP-M-1024BB	SPHP-Y-V018BB
MWAL-D-012ASC	MHPC-J-012BSB	SPHP-M-1030BB	SPHP-Y-V024BB
MWAL-D-012BMC	MHPC-J-018BSB	SPHP-M-1036BB	SPHP-Y-V036BB
MWAL-D-012BSC	MHPC-J-024BSB	SPHP-M-1042BB	SPHP-Y-V048BB
MWAL-D-018BMC	MHPC-J-030BSB	SPHP-M-1048BB	SPHP-Y-V060BB
MWAL-D-018BSC	MHPC-J-036BSB	SPHP-M-1060BB	AIRH-Z-V018V06C
MWAL-D-024BMC	MWAL-J-009ASB	PKHP-P-0241BB	AIRH-Z-V024V08C
MWAL-D-024BSC	MWAL-J-009BSB	PKHP-P-0301BB	AIRH-Z-V036V12C
MWAL-D-030BSC	MWAL-J-012ASB	PKHP-P-0361BB	AIRH-Z-V048V16C
MWAL-D-036BSC	MWAL-J-012BSB	PKHP-P-0421BB	AIRH-Z-V060V18C
M1CS-H-009BBB	MWAL-J-018BSB	PKHP-P-0481BB	SPHP-Z-V018BB
M1CS-H-012BBB	MWAL-J-024BSB	PKHP-P-0601BB	SPHP-Z-V024BB
M1CS-H-018BBB	MWAL-J-030BSB	AIRH-XB-024C1B	SPHP-Z-V036BB
M4CS-H-009BBB	MWAL-J-036BSB	AIRH-XB-036C1B	SPHP-Z-V037BB
M4CS-H-012BBB	AIRH-M-1018108B	AIRH-XB-048C1B	SPHP-Z-V048BB
M4CS-H-018BBB	AIRH-M-1024108B	AIRH-XB-060C1B	SPHP-Z-V060BB
M4CS-H-024BBB	AIRH-M-1024E08B	SPHP-XB-I030BC	