

## LIMITED WARRANTY

for MRCOOL 4th Generation DIY Series (Single-Zone & Multi-Zone) Mini-Split Systems

**Models:**

Air Handlers: DIY-09-HP-WMAH-230C25, DIY-12-HP-WMAH-115C25, DIY-12-HP-WMAH-230C25, DIY-18-HP-WMAH-230C25,  
DIY-24-HP-WMAH-230C25, DIY-36-HP-WMAH-230C25  
Condensers: DIY-12-HP-C-115C25, DIY-18-HP-C-230C25, DIY-24-HP-C-230C25, DIY-36-HP-C-230C25, DIY-MULTI2-18HP230C,  
DIY-MULTI3-27HP230C, DIY-MULTI4-36HP230C, DIY-MULTI5-48HP230C

MrCool distributor (hereinafter "Company") warrants this product against failure due to defect in materials or workmanship under normal use and maintenance as follows. All warranty periods begin on the date of the original installation. If the date cannot be verified, the warranty period begins one hundred twenty (120) days from date of manufacture. The unit comes standard with a 5 year parts/7 year compressor warranty and is available with a limited lifetime compressor warranty only if certain conditions/requirements are met.

The limited lifetime compressor warranty & the 7 year unit replacement warranty covers the unit **ONLY** in the event of compressor failure. **In order to qualify for the limited lifetime compressor warranty, the unit must be registered at the web address below within 60 days of the installation date and the original, registered owner must also enroll in the MrCool Care program within 4 months from the installation date, which has an biannual fee to be covered by the owner.** The MrCool Care program is designed to provide the owner with a Do-It-Yourself cleaning kit to service/clean the unit at regular intervals (biannually) as preventative maintenance to help ensure the unit will continue to function properly throughout its lifespan.

If compressor failure occurs within the first 7 years, and it has been verified with diagnostic testing performed by a certified HVAC technician (and proof can be provided to MrCool), as well as meeting the other stipulations/requirements listed below, this warranty will provide one entire unit replacement (**equipment only**). In the event of compressor failure after the initial 7 years, the limited lifetime compressor warranty will cover the cost of a replacement compressor (**equipment only**). This warranty does not cover any costs incurred to diagnose or replace equipment. **If the original owner does not register the unit, the warranty defaults to the standard 5 year parts, 7 year compressor warranty.**

**In order to qualify for the Limited Lifetime Compressor Warranty, the product must be registered by the original owner and they must be enrolled in the MrCool Care program at the following web address:**

**Product Registration:** <https://mrcool.com/warranty/>

### Stipulations/Requirements for Limited Lifetime Warranty:

- The original, registered owner must be enrolled in MrCool Care Program which auto-ships a Do-It-Yourself cleaning kit to the owner in order to clean the condenser coils (every 6 months) at a nominal, biannual fee.
- Original owner must register the unit at the above web address.
- **Proper installation** - Limited lifetime warranty applies only to systems that are installed according to the installation instructions\*, and in accordance with all applicable electrical codes and permits.  
**\*State certified or licensed HVAC contractor is not required for warranty on the DIY series units. (Always check your local laws.)**
- Warranty only applies to products remaining at their original installation address.
- Defective parts must be returned to the distributor through a registered servicing dealer for credit.
- This warranty is non-transferable and assigned to the original, registered owner named in the Product Registration.
- In the event of compressor failure, a certified HVAC technician must perform diagnostic tests to confirm (customer is responsible for any costs associated with diagnosis or testing). Proof of this diagnosis (ex: invoice) must be available to be sent to MrCool for verification purposes if requested.

**LIMITATIONS OF WARRANTIES:** ALL IMPLIED WARRANTIES AND/OR CONDITIONS (INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE) ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, SOME STATES OR PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THE ABOVE MAY NOT APPLY TO YOU. THE EXPRESS WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHAT SO EVER.

### THIS WARRANTY DOES NOT COVER ANY OF THE FOLLOWING:

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.
2. Normal maintenance as outlined in the Installation and/or Owner's Manuals, including, but not limited to filter cleaning and/or replacement, and lubrication.
3. Failure, damage or repairs due to faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
4. Failure to start due to voltage conditions, blown fuses, open circuit breakers, or damages due to the inadequacy or interruption of electrical service.
5. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust, etc.) or other conditions beyond the control of the Company.
6. Parts not supplied or designated by Company, or damages resulting from their use.
7. Products installed outside USA and Canada.
8. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
9. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
10. Any special, indirect or consequential property or commercial damage of any nature whatsoever. Some states or provinces do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

**For additional warranty exclusions, visit [www.MrCool.com](http://www.MrCool.com)**

*This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province. In the event that the laws of a particular state or province contradict the provisions of this warranty program, the warranty program will be interpreted in accordance with said laws. For warranty service or repair, contact your installing contractor. You may find the installer's name on the equipment or in your Owner's packet. Complete product registration online at the web address above.*

**\*The original, registered owner must be enrolled in the MrCool Care Program every year in order to qualify for the 7 year full unit replacement for compressor failure and lifetime compressor replacement.**

Version Date 02/16/2022