



To Whom It May Concern

RE: Standard Consumer Warranty

Thank you for choosing a BATHICA ductless heating and cooling product for your home or business. We trust that with proper maintenance, you will have years of quiet, efficient, trouble-free operation from your unit.

Unless otherwise noted, all of our equipment is covered by our standard **10 year warranty on all parts**, and a **10 year warranty on the compressor** to the original owner in the originally installed location. This warranty commences on the date of system installation by a qualified and licensed professional HVAC technician or installer. Systems not installed by a licensed professional installer will not be covered by the factory warranty.

Because this warranty is time sensitive, it is strongly recommended to keep all records and documentation associated with the service and installation of your unit. Proof of purchase and installation may be required to process warranty claims.

If you have any further questions, please don't hesitate to contact your local BATHICA representative.

Best Regards,

The BATHICA Product Support Group

## Three Year Replacement Warranty

Bathica is pleased to offer a three year replacement warranty on our mini split products. The parameters on this warranty are as follows:

- Only products purchased through Bathica distribution partners apply.
- This warranty applies to products installed January 1, 2020 or later with a date code of January 1, 2019 or later.
- Contractor **MUST** get pre-approval from Bathica before replacing any unit.
- Unit **MUST** be installed in accordance with the installation instructions. Any deviation from this will void the warranty.
- This warranty does not apply to failures caused by lack of service, acts of nature, physical damage or anything other than normal operation.
- Bathica is not responsible for labor, materials, refrigerant or any other costs associated with the replacement of the system.
- Applicable products:
  - o Single phase, single zone and multi zone mini splits installed in residential or non-corrosive commercial applications.
- Note – VRF products are not authorized for this program
- Replacement warranty will apply to the failure of the following components:
  - o Sealed refrigeration system components:
    - Compressor
    - EEVs (mechanical portion)
    - Solenoid valves (mechanical portion)
    - Reversing Valve (mechanical portion)
    - Capillary tubes
    - Non-replaceable strainers
    - Indoor coils (only on non-Apex systems)
    - Outdoor coil
    - Mechanical high or low pressure switches
    - Service Valves
    - Factory piping/braze joints
  - o Indoor fan motors on high-wall indoor units. (Proof of proper system cleaning and maintenance required)
- Replacement component will be the one that failed, not the complete system. For example - if the compressor fails then replacement is a new outdoor unit, not a complete system.
- Replaced component is to be returned to the distributor in case inspection or return to Bathica is requested.
- The warranty on the replacement component will be 10 years from the **original** system install date, not from the replacement date.
- No component will be allowed to have more than one replacement under this program.

*Bathica tech support reserves the right to require additional information including photos, installation information, service information, etc before approving the replacement.*