



## Universal Air Conditioner, Inc.

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### WARRANTY AND PRODUCT RETURN POLICY

Universal Air Conditioner, Inc (UAC) products made in Asia that fail because of defect in material or workmanship, **within a period of 1 year from day of purchase from UAC**, will be replaced to the original purchaser at no charge. All other products will be subject to that manufacturer's warranty. There are no other warranties expressed, implied or intended other than the 1 year from day of purchase warranty.

*This warranty is subject to the following conditions and exclusions:*

#### 1. Valid Proof of Purchase

- Warranty requests are only accepted with valid proof of purchase from UAC

#### 2. Written Notice

- Must be given within 30 days of the discovery of an alleged defect
- Must include the type of product, part number, nature of the failure and date of sale and installation
- Copies of all work orders are required

#### 3. Return Goods Authorization (RGA)

- Must be requested prior to returning the alleged defect
- Returns without a RGA will be refused at the UAC receiving docks and no credit will be issued
- All returns must be prepaid to the designated location as stated by the RGA
- No returned merchandise will be accepted without a UAC RGA number
  - Any unauthorized return will be at our option: returned freight collect, or if accepted, subject to a 20% handling charge
  - A 20% restocking / repackaging charge will be applied when applicable
- Any merchandise returned in un-saleable or abused condition will be returned to customer on a freight collect basis
- Merchandise replacement or credit only will be allowed - NO CASH REFUNDS.

#### 4. Proper Installation

- Proper installation in accordance with furnished instructions and/or acceptable industry installations methods, as stated in service manuals must be followed by installation personnel

#### **Additional Instructions:**

- Install the clutch on Compressors purchased without a clutch and set the clutch air gap per OEM specifications.
- Check clutch electrical circuit for proper voltage per OEM specifications.
- After compressor installation, turn the compressor shaft a minimum of 10 revolutions to remove excess lubricant from the compressor.
- Evacuate entire A/C system for a minimum of 45 minutes.
- Recharge with the proper refrigerants: R134a or R12.

When replacing scroll compressors, it is common that debris from the original compressor gets lodged in the condenser and causes the replacement compressor to experience a catastrophic failure. This can be identified by holes and large cracks in the body of the fitted replacement compressor. To avoid a warranty from being denied by UAC, **the installer must flush the evaporator and replace the following:**

- Compressor with clutch
  - Multi-pass, parallel flow condensers (Parallel Flow Condensers cannot be flushed)
  - Drier or Accumulator
  - Expansion Valve or Orifice Tube
  - Seals and O-rings
- The work order submitted to UAC as part of the warranty request must indicate that all of these parts were replaced.

## 5. Exclusions

- The following conditions automatically void the warranty obligations: abuse, improper use, shipping damage, damage from dropping, dead batteries, cosmetic damage, failure to service at recommended intervals and failure to follow printed instructions
- Clogged or broken expansion valves and/or orifice tubes, malfunctioning fuses, relays, switches, and electrical components are excluded from warranty coverage
- Compressor warranty is void unless the drier/accumulator, orifice tube and/or expansion valve is replaced upon installation and system is flushed using generally accepted methods
- If the condenser is a parallel-flow type, it must be changed
- The proper lubricant must be used. Units returned without lubricant and not properly capped are excluded from warranty coverage
- UAC does **not** accept products for **Stock Adjustment**

## 6. Service Tools and Equipment

- a. Warrantied products will be repaired and returned to the customer
- b. This includes vacuum pumps, leak detectors, manifold gauge sets and recovery, recycle and recharge equipment
- c. Please contact the manufacturer of these products

## 7. Freight

- All orders for UAC parts shipped to the customer's destination specified on the order pass the risk of loss to the customer upon possession of the carrier
- All shipping costs will be paid by the customer separately
- Risks of damage or loss will pass to the customer upon possession of the carrier regardless of whether the carrier is chosen by UAC

- All shipments are FOB UAC

The expressed warranty herein is the only expressed warranty applying to the merchandise and shall be in lieu of all other expressed warranties and all implied warranties created by law, including both the implied warranty of merchantability and the implied warranty of fitness for a particular purpose, which shall be limited to the time and duration of the expressed warranty. Liability under this warranty shall be limited to the terms hereof and no liability for any incidental or consequential damages or labor charges will be assumed.