

EQK Limited Warranty

7 YEARS
COMPRESSOR

5 YEARS
PARTS

- Unit must be installed by a licensed HVAC Technician to qualify for Limited Warranty.
- Register the unit for Limited Warranty within 60 days of installation at www.eqkhvac.com
- If unit is not registered within 60 days of installation, Limited Warranty will be void.
- For troubleshooting and Error codes, please refer to our online resources. Error code explanations can be found at www.eqkhvac.com Find your unit model under our “Products” tab and click the “Troubleshooting Guide” beneath it.
- If you are still in need of Technical Support or warranty assistance, prepare the following information before calling Emerson Quiet Kool support at (888)493-0305 between the hours of 9am and 5pm eastern Time, Monday to Friday.
 - Model/serial number
 - Date of Unit installation
 - Installer’s HVAC License Number
 - Place of purchase
- If it is determined that the unit is covered under the Limited Warranty and requires replacement parts, the parts will be provided at no cost, although shipping and handling will need to be covered by the client. If the unit is not yet registered, but is still within the 60-day registration period, we will require proof of purchase and proof of installation in order to register and complete the parts replacement request.

Product Registration Information

Installing Company Name: _____

Installing Contractor Telephone: _____

Model Number: _____

Address: _____

City/State Zip Code: _____

Serial Number: _____

You can find model number and serial number on a label on the back or side of the air conditioner.

CONTACT INFORMATION:

Emerson Quiet Kool Co., Ltd

Add: 120 US-46 Parsippany-Troy Hills, NJ 07054

Hotline: 1-888-493-0305



Technical support

Single Zone · Multi Zone Mini Splits

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Should your EQK brand MINI SPLIT prove to be defective in material or workmanship under normal use during the warranty period listed below, effective from the date of original consumer purchase of the product, EQK will replace the defective part(s). Replacement parts will meet intended fit and function of the original part. Replacement parts are warranted for unexpired portion of the original warranty period. This limited warranty is good only to the original purchaser of the product and effective only when used in the United States of America.

No other warranty is applicable to this product. This warranty is in lieu of any other warranty. Express or implied. Including without limitation, any warranty of merchant ability or fitness for a particular purpose. To the extent any implied warranty is required by law, it is limited in duration to the express warranty period above. Neither the manufacturer nor its U.S. distributor shall be liable for any incidental, consequential, indirect, special, or punitive damages of any nature, including without limitation, lost revenues or profits, or any other damage whether based in contract, tort, or otherwise. Some states and/or territories. DO NOT allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above exclusion or limitation may not apply to you. This warranty gives you, the original purchaser, specific legal rights and you may also have other rights that vary from state to state or territory to territory.

THIS LIMITED WARRANTY DOES NOT APPLY TO:

1. Service calls to your home for delivery or pick-up, installation, instruction, replacement of house fuses, connection of house wiring or plumbing, or to correct unauthorized repairs.
2. Failure of product to perform during power failures and interruptions or inadequate electrical service.
3. Damage caused by transportation or handling.
4. Damage caused to the product by accident, vermin, lighting, winds, fire, floods, or acts of God.
5. Damage caused by operating the product in a corrosive atmosphere.
6. Repairs when your EQK product is used in other than normal, single-family household use or contrary to the instructions described in the product User's guide.
7. Damage resulting from accident, alteration, misuse, abuse or improper installation, repair or maintenance. Improper repair includes the use of parts not approved or specified by EQK.
8. Normal maintenance as described in the User's guide, such as cleaning or replacing filters, cleaning coils, etc.
9. Use of accessories or components that are not compatible with this product.
10. Use of accessories or components that are not compatible with this product.
11. Change in the appearance of the product that do not affect product performance.
12. Increases in utility costs and additional utility expenses.

The cost of repair or replacement under these excluded circumstances shall be borne by the consumer.