



Date: 06/13/2024

Parts Warranty Policy

Zonatherm Products Inc. honors the parts warranties provided by our manufacturers. We do *not* provide our own warranty outside of or in addition to manufacturer warranties. For more specific information regarding each manufacturer, please contact Zonatherm Products Inc. directly. The following requirements and procedures will apply to all parts warranty claims:

- Zonatherm will require a customer purchase order to purchase any replacement part, regardless of warranty status. All parts ordered must come from the original vendor to qualify for warranty credit. No parts will be outsourced for warranty claims.
- Part warranties may fall under an original equipment parts warranty, a replacement part warranty (1-year standard service parts warranty through Vertiv), or an extended 5-year parts or compressor warranty.
- Zonatherm will require the completion of its parts warranty claim form before filing warranty claims with the manufacturer.
 - Please ensure that this form is filled out with as much detail as possible. Claim forms that are incomplete or do not have sufficient information are more likely to be rejected by the manufacturer.
- Please **do not** dispose of any warranty parts as manufacturers require the return of all warranty parts. These parts need to be returned to Zonatherm prior to any credits issued.
- Freight and handling charges are **not** covered by this warranty policy. Customers may be subject to freight and/or handling charges for replacement parts.
- Once the warranty claim has been filed, the warranty part has been returned to the manufacturer, and Zonatherm has been reimbursed by the manufacturer, we will in turn issue a credit to our customers.