



Warranty on our equipment

We ensure your peace of mind with our warranty

Parts and labour warranty

NEW AIR warrants to the original purchaser of every NEW AIR unit, the cabinet and all parts thereof, to be free from defects in material or workmanship, under normal and proper use and maintenance service as specified by NEW AIR and upon proper installation and start-up in accordance with the instruction packet supplied with each NEW AIR unit.

NEW AIR obligation under this warranty is limited to a period of 1 year, 2 years or 3 years from the date of original installation or 18 months after the shipment date from NEW AIR, whichever occurs first. **See product model warranty**

Any parts covered under this warranty that are determined by NEW AIR to have been defective is limited to the repair or replacement, including labour charges of defective parts or assemblies. The labour warranty shall include standard straight time labour charges only, as determined by NEW AIR. Parts deemed to be damaged due to normal wear and tear (gaskets, lights, locks, etc.) are not covered by this warranty.

Warranty claims

All claims for labour or parts must be made directly through NEW AIR and must have a service call authorization number.

All claims should include: model number of the unit, the serial number of the unit, proof of purchase, date of installation, and all pertinent information supporting the existence of the alleged defect. In case of warranty compressor, the compressor tag must be returned to NEW AIR along with above listed information.

Compressor Warranty

In addition to the warranties stated above, NEW AIR warrants its compressor to be free from defects in both material and workmanship under normal and proper usage and maintenance service for a period of 2, 3 or 4 additional years from the date of original purchase but not to exceed 5 years and 3 months after shipment from the manufacturer. The compressor startup kit is warranted for a period of 3 years only. **See product model warranty**

What is not covered by this warranty

NEW AIR's sole obligation under this warranty is limited to either the repair or replacement of parts, subject to the additional limitations below. This warranty neither assumes nor authorizes any person to assume obligations other than those expressly covered by this warranty.

NO CONSEQUENTIAL DAMAGES. NEW AIR is not responsible for economic loss; profit loss; or special, indirect, or consequential damages, including without limitation, losses or damages arising from food or product spoilage claims whether or not account of refrigeration failure.

Warranty is not transferable. This warranty is not assignable and applies only in favour of the original purchaser/user to whom delivered. Any travelling time, on-site waiting time, waiting time due to site access delays, holiday or overtime labour charges, are not covered by this warranty. The relocation of a unit for repair or replacement is not covered.

Improper usage: NEW AIR assumes no liability for parts or labour coverage for component failure or other damages resulting from improper usage or installation or failure to clean and/or maintain product as set forth in the warranty packet provided with the unit.

Residential installations must meet the requirements of a commercial installation (i.e. the electrical panel must be able to support these units and the ambient temperature and humidity levels must not be above what is indicated in the user manual.) NEW AIR reserves the right to void the warranty on installations that do not meet its requirements.

Alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, acts of god: NEW AIR is not responsible for the repair or replacement of any parts that NEW AIR determines have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or act of god.

Improper electrical connections: NEW AIR is not responsible for the repair or replacement of failed or damaged components resulting from electrical power failure, the use of extension cords, low voltage, or voltage drops to the unit. This warranty applies to units sold in Canada only and all warranty coverage will be void for all units shipped outside of Canada.