

Warranty



Innovative HVAC solutions for today's engineering challenges.

VALENT LIMITED WARRANTY & DISCLAIMER POLICY

(Please read the Valent terms and conditions of sale Section 9 for additional details, conditions and exclusions.)

PRODUCT WARRANTY

Valent warrants that at the time of delivery and for a period of twelve (12) months from the initial startup or eighteen (18) months from the date of shipment, whichever is less, its products will be free from defects in materials and manufacture, provided that the products have been installed properly, maintained and operated under normal conditions and serviced in accordance with Valent's instructions, and are operating within capacities and ratings set forth in design specifications. **Labor or consumable parts are not included in this limited standard product warranty.** Consumable parts include, but are not limited to, refrigerant, belts and filters.

START-UP LABOR LIMITED WARRANTY

While labor is not included in the Valent standard product warranty, Valent offers a limited labor warranty, for a period beginning on the start-up date and continuing for sixty (60) days, with the completion and documentation of a qualified start-up. The limited labor warranty will not be available if the product warranty has expired.

Start-up services may be available as an option on other Valent products. These services must be performed by a Valent Certified Technician. Startup services include verifying proper operation of the unit, including proper refrigerant charge and repair of minor refrigerant leaks outside the coil. At the completion of start-up, an approved start-up record must be submitted to the Valent service department for processing. Once the start-up record is received, the (60) day limited labor warranty, from date of start-up, will be activated. Labor associated with the diagnosis, validation and repair of warranty parts failures will be covered outside of the start-up, at a negotiated labor rate.

CONSIDERATIONS REGARDING PARTS-SUPPLIED-BY-OTHERS

Valent may supply equipment at a customer's request which has components, like controls, sensors, drives, which are engineered, provided, programmed or configured by other non-Valent parties. Valent does not provide a warranty for these parts or components. These components can be mounted in the factory or at the jobsite. In these instances, Valent's support is limited to verification of basic functionality of the components and not the overall operation or integration of the equipment within the overall building HVAC system. As stated in the Valent Terms & Conditions – *No warranty herein extended shall apply to repair or correction of conditions arising from improper or incorrectly connected air duct, piping, wiring, power supply, blown fuses, freezing, improper Product control when programmed by non-Seller controls, or personnel, or by anyone other than Seller employee or its representative.* In these situations, Valent will assist in the diagnosis of issues and provide support to the customer provided the customer issues a purchase order to cover Valent's expenses in doing so.