



Comfort-Aire™ Equipment Warranty Information

WESCO Distribution is fully invested in providing the best customer service and warranty administration for both our OEM Customers and their end consumers. Since each situation requires different means to provide solutions, we will implement separate routes to process service for both “**Customer Support/Warranty Service**” and “**End-User Support/Warranty Service**.”

Our own Customer Support is very important to WESCO, and for that reason, we will be offering various means to ensure that the Comfort-Aire™ equipment is supported efficiently and professionally. Our emphasis on local/regional WESCO Support Staff will help to provide the efficient level of service that is the hallmark of WESCO.

- **Comfort-Aire™ in-plant or localized training** is available to WESCO customers and strongly recommended for those customers without the benefit of years of experience. Training is subject to Comfort-Aire™ costs and scheduling.
- **WESCO Senior Account Representatives** (serving each plant) and the Inside Sales Staff of each Regional WESCO will be the first line of defense for any of our OEM Customers. Should installation or product problems arise, or supplemental in-plant training be required, this would be the natural first-level facilitation contact.
- **WESCO will establish relationships with regional MH HVAC Service Companies** to provide in-plant support when urgent or emergency situations arise – this would be executed by WESCO personnel, and paid for by the installing Manufacturer.
- **The WESCO National HVAC Sales Manager will facilitate as well**, and can offer technical support when available.
Glen W. Bowen – National HVAC Sales Manager: 419-519-2168
- **Comfort-Aire provides Technical Support** 8am-to-5pm CST: 517-787-2100

End-User Support/Warranty Service will be provided by the existing WESCO HVAC Warranty Admin.: 1-800-959-7404*

Operators at WESCO Warranty Administration will be responsible for processing Comfort-Aire warranty requests from end-users, and providing contact information to local/regional MH HVAC repair companies to effect repairs.

1. **WESCO will gather the appropriate information** from the end-user
 - Name, Address, Phone, E-Mail, Model/Serial Number of Comfort-Aire™ Equipment, Verification that Warranty is available from the manufacturer – Proof of Purchase, Date of Call, Date of Failure, Nature/Description of the Complaint.

*NOTE: WESCO reserves the right to change this number in the near future to establish a separate number.

2. **WESCO will practice due diligence in stepping the end-user through a series of topical questions** designed to help eliminate nuisance service calls and to keep the service efforts as efficient as possible – such as:
 - Verification that the thermostat is “on,” and in the appropriate mode, and temperature set points are appropriate and calling for action, that the supply voltage breakers have not been tripped, etc.
 - Verification that outdoor air coils are not blocked or plugged by vegetation or fencing or the like.

This would be a typical range of questions to present simple solutions where possible. WESCO will not participate in and will advise the end-user customer that further troubleshooting by the end-user would not be recommended for liability reasons, and would also potentially invalidate manufacturer warranty. WESCO will counsel the end-user that any HVAC repair trips resulting from poor maintenance, home-modifications, or other problems not related to installation by the OEM Manufacturer or product defect by Comfort-Aire™ will be the sole responsibility of end-user.

3. **Providing no solution was found**, WESCO will then consult our database of registered Service Companies to identify those contractors closest to the site, and then facilitate a scheduled appointment for the homeowner. Participating contractors will evaluate the failure, counsel the homeowner, and then effect repairs – obtaining repair parts from local distribution/wholesale houses, or directly from WESCO/Comfort-Aire™.
 - Detailed reports from the service companies will be used to document cause-and-resolution of each individual case. Should the problem result from installation deficiencies, WESCO will pay the contractor for their services, and then bill back to the installing customer for reparations – which will be detailed in the repair report and also submitted to the installing customer for review. Should the problem result from Comfort-Aire™ Manufacturing defects, WESCO will pay the contractor for their services and then bill back to Comfort-Aire™ – who will also receive a detailed repair report.

***Our hope will be that repairs are completed within 24 hours**, however, because we are dependent upon local and regional contractors with already established service calls – WESCO cannot guarantee this. WESCO has no control over climatic conditions that may overwhelm local and regional contracting firms from time-to-time, or where systems are installed in remote or difficult-to-



access locations. WESCO will evaluate on a case-by-case basis for special-needs customers, like elderly or infirm customers, and will take the actions necessary to assist in providing speedy service.

Manufacturer Warranty Overview for Mini-Splits and Room Air Products:

- Mini-Splits: All VFH Inverter-Drive Multi-Zone Products are 2 Year Parts, 6 Year Sealed System, 1 Year Labor
- Mini-Splits: All other are 1 Year Parts, 5 Year Sealed System, 1 Year Labor
- Room Air Products: Window and Through-The-Wall products are 1 Year Parts, 5 Year Sealed Sys., 1 Year Labor*
- Room Air Products: PTAC/PTHP products are 5 Year Parts, 5 Year Sealed System, 1 Year Labor

*Note: RG-Series Window AC units have no labor warranty.

Except for the foregoing pass through warranties and service offerings related to the products and services, WESCO disclaims and excludes any and all other warranties, express or implied, including without limitation, the implied warranties of merchantability, fitness for a particular service, and against defects in design, materials and workmanship.

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Manufactured Structures Group
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Comfort-Aire® HVAC Equipment Warranty Service Information

It is the objective of Heat Controller, Inc. (manufacturer of Comfort-Aire brand HVAC products) to provide its customers with the finest quality heating and air conditioning equipment available. Heat Controller, Inc. provides the manufacturer’s responsibility for the Comfort-Aire HVAC equipment as described within its Limited Product Warranty.

Manufacturer Warranty Overview for Mini-Splits and Room Air Products:

- Ductless: All VFH Inverter-Drive Multi-Zone Products are 2 Year Parts, 6 Year Sealed System, 1 Year Labor
- Ductless: All other are 1 Year Parts, 5 Year Sealed System, 1 Year Labor
- Room Air Products: Window and Through-The-Wall products are 1 Year Parts, 5 Year Sealed Sys., 1 Year Labor*
- Room Air Products: PTAC/PTHP products are 5 Year Parts, 5 Year Sealed System, 1 Year Labor

*Note: RG-Series Window AC units have no labor warranty.

Please refer to the Limited Product Warranty provided with the products for the full scope of coverage and exceptions.

To support this endeavor, WESCO Distribution, Inc. will provide **warranty service facilitation** to the homeowner for any Comfort-Aire HVAC products purchased through its distribution chain by the home manufacturer.

WESCO Distribution Warranty Service: 1-844-418-4630

Please have the following information ready:

Name: _____ Phone: _____ Email: _____

Street Address _____

State: _____ Zip Code: _____ Manufactured House Serial Number/Mfr. _____ / _____

Indoor Model/Serial #1: _____ / _____

Indoor Model/Serial#2: _____ / _____

Indoor Model/Serial #3: _____ / _____

Outdoor Model/Serial: _____ / _____

Manufactured Home Setup Service/Dealer _____

Nature of Complaint: _____

WESCO Distribution, Inc. Warranty Facilitation will guide the homeowner through a series of questions to help eliminate any nuisance calls – such as tripped breakers, thermostat settings, etc., and then will provide the contact information of participating Manufactured Housing HVAC Service Companies in that zip code. Once services have been scheduled, WESCO Distribution will work with that HVAC Service Companies to establish and implement repair solutions.

NOTE: Manufacturer’s warranties do not cover improper installation, damage from transportation, lack of maintenance, or any other extenuating circumstance beyond their control. Please refer to Limited Product Warranty provided with the Comfort-Aire products. Should the equipment failure result from installation error or damage from the Manufactured Housing factory, WESCO Distribution will work with the HVAC Service Companies to establish and implement repair solutions. Any repairs necessary beyond the scope of the HVAC Manufacturer or Manufactured Housing factory are the sole responsibility of the homeowner.