



LIMITED WARRANTY – PARTS

This Limited Warranty applies to Covered Equipment manufactured on or after November 1st, 2024.

COVERED EQUIPMENT is defined by the following model number categories: DRA1_S2A, DRA3_M2A, DRA4_M2A, DRA5_M2A, DRA6_M2A, DRU1_S2A, DRE1_S2A, DREW_S2AL, DRAC_F2A, DRAD_F2A, DRAF_F2A, DRAL_F2A, DRAM_F2A, DRAS_F2A, DRAW_F2A, DRUM_S2A, DRUF_S2A, DRUC_S2A
Durastar accessories installed with Covered Equipment carry the balance of the Covered Equipment warranty.

BASE RESIDENTIAL WARRANTY: SEVEN (7) YEARS PARTS

Subject to the terms of this Limited Warranty, Manufacturer will repair or replace, at its option, any part of the Covered Equipment that is found to be defective in material or workmanship.

Covered Equipment Parts are warranted to be free from defects in material and workmanship for a period of seven (7) years from the date of installation, under normal use and service. Durastar will, at its option, repair or replace any part determined by Durastar to be defective. Replacement parts carry the balance of the original parts warranty. If an exact replacement part is not available, an equivalent part or credit will be provided.

To qualify:

- The Covered Equipment must be installed in a residential single-family home.*
- The Covered Equipment must be properly installed by a licensed HVAC professional pursuant to all local and state laws.
- Any part to be replaced must be made available to Durastar in exchange for the replacement.

*Single-family home is defined as any single-family dwelling, which includes apartments, condominiums, duplexes, and homes.

BASE COMMERCIAL WARRANTY: TWO (2) YEAR PARTS

Subject to the terms of this Limited Warranty, Covered Equipment installed in commercial applications are warranted against defects in material and workmanship for a period of TWO (2) YEARS.

REGISTERED WARRANTY

Parts for Covered Equipment that is registered by the purchaser online within ninety (90) days of the original installation date shall be warranted for an extended period subject to the terms in this Limited Warranty. Any Covered Equipment not properly registered within the ninety (90) day registration window will be subject to the base warranty terms outlined herein. To register your Covered Equipment online, go to: www.durastar.com/warranty-registration

Registered Residential Warranty: TEN (10) years

Registered Commercial Warranty: FIVE (5) years

FLORIDA, TEXAS, AND CALIFORNIA RESIDENTS ONLY: Failure to register Covered Equipment does not diminish or decrease your limited warranty length. Covered Equipment will receive the full REGISTERED WARRANTY terms.

EFFECTIVE DATE OF WARRANTY

The Effective Date of warranty coverage is determined as follows: (a) If the original installation date can be verified by the installer's invoice then the Effective Date of warranty coverage is the original installation date as shown on the installer's invoice. For residential new construction installations, the final occupancy permit, or proof of purchase from the builder can be substituted for the installer's invoice. (b) if the original installation date cannot be verified by the installer's invoice, or proof of purchase from the builder in residential new construction applications, then the Effective Date of warranty coverage is the Covered Equipment's manufacture date (as verified by the product's serial number) plus ninety (90) days.

LIMITATIONS

There is NO LABOR component provided with this warranty. This Limited Warranty does NOT cover any labor costs or expenses for service, NOR for removing or reinstalling parts.



This Limited Warranty does NOT cover shipping costs for warranty replacement parts from our factory to the Manufacturer's distributor or from the distributor to the location of your Covered Equipment. You also are responsible for the cost of shipping allegedly defective parts to the distributor and for incidental costs incurred locally, including handling charges. (If in Alaska, Hawaii or Canada, you also must pay the shipping costs of returning the failed part to the port of entry into the continental United States.)

Manufacturer's Liability hereunder is limited to the repair or replacement of Covered Equipment Parts, and in no event shall exceed the value of the original Covered Equipment Purchase Price. Liability for incidental, consequential or special damages are specifically excluded.

EXCLUSIONS

In addition to the other exclusions identified in this Limited Warranty, this Limited Warranty excludes:

- Damages, malfunctions, or failures resulting from failure to properly install, operate, or maintain Covered Equipment in accordance with the Manufacturer's instructions.
- Damages, malfunctions, or failures resulting from misuse, accident, contaminated, or corrosive atmosphere, vandalism, freight damage, fire, flood, freeze, lightning, acts of war, acts of God and the like.
- Non-original parts installed with Covered Equipment or used in connection with normal maintenance, such as cleaning or replacing air filters, refrigerant, thermostats, tubing, or concrete pads.
- Covered Equipment that is not installed in the United States.
- Covered Equipment that is not installed by a qualified, trained or licensed HVAC professional in accordance with applicable codes, ordinances, and good trade practices.
- Damages, malfunctions, or failures resulting from the use of any attachment, accessory, or component not authorized by the Manufacturer or resulting from alteration or modification of the unit.
- Covered Equipment moved from the original installation location.
- Covered Equipment when operated with system components (indoor unit, outdoor unit, coil, and refrigerant control devices) or accessories which do not match or meet the specifications recommended by the Manufacturer.
- Any Covered Equipment manufactured that has been sold to the consumer via the Internet or auction website, and has not been installed by a trained, qualified HVAC professional.
- Covered Equipment that is not part of a properly matched system as specified by the Air Conditioning, Heating & Refrigeration Institute (AHRI).

OBTAINING WARRANTY SERVICE

If you believe your Covered Equipment is defective, contact the licensed contractor who installed your mini-split system. Alternatively, contact a licensed contractor, dealer, or distributor.

Durastar Customer Support is available for troubleshooting assistance. Before contacting Customer Support, please locate your model number, serial number, and proof of purchase. These items will be required to complete any warranty service. A Durastar authorized representative will verify warranty eligibility and determine appropriate service options. Service will be provided during normal business hours.

The warranty claim must be submitted at www.durastar.com/warranty-claim by the servicing contractor within 90 DAYS after the date of service in order for the warranty to be approved. The service invoice and/or return of parts may be requested to verify eligibility.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY 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 DISTRIBUTORS 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. IN NO EVENT AND UNDER NO CIRCUMSTANCE OF ANY TYPE OR KIND SHALL THE SELLER, MANUFACTURER AND/OR DISTRIBUTOR BE LIABLE FOR ANY REASON, UNDER ANY THEORY, FOR MORE THAN THE BASIC COST OF THE PRODUCT TO THE PURCHASER OR END USER. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.