



## **Zonex Systems Distributor Warranty Policy and Procedures**

Zonex Systems, Inc. provides a comprehensive warranty program for all of its products, including replacement parts. Zonex Systems warrants its products to be free from defects in materials and workmanship for a period of 24 months. The warranty period is determined by the product's serial number, manufacture date code, original sales receipt, or documented startup date. Warranty part replacement or credit will be provided on products submitted under a factory issued Return Authorization and approved by inspection and testing through the Technical Support Dept. Zonex Systems warranty does not cover labor. All Zonex Systems products are intended to be installed and serviced by licensed HVAC professionals only.

### **Warranty Exclusions:**

Zonex Systems shall not be liable for warranty consideration on any of its products, which have been installed incorrectly, or for any purposes or applications not intended. Warranty will be denied on products returned with broken, damaged, or missing components, disassembled, burn marks, corrosion or rust, or any evidence of improper installation, use or handling. Any product which is tested and found to be in proper working order, or beyond the warranty period, will be returned to you.

Zonex Systems will not accept any new product being returned without prior approval from Regional Sales Managers or Zonex Systems Customer Service. A restock fee will be applied upon approval of the returned product. The product being returned must be in the original packaging and not installed (new & unused).

### **Warranty Procedures:**

To return items for warranty credit or replacement, contact Zonex Systems Warranty department at 714-898-9963 (7:00 – 4:00 PST) or email us at [warranties@zonexsystems.com](mailto:warranties@zonexsystems.com) and request an RA number for warranty consideration. The RA can be issued for single or multiple items.

1. Provide for each item the correct part number, serial number or date code and specific reason for the return.
2. Serial Number legend: first 3 digits (left to right) the day of the year; 4<sup>th</sup> and 5<sup>th</sup> digits are the year. Date code: week of the year and year, total of 4 digits.
3. If the serial number or date code of the product being returned is beyond the 24-month warranty period but the part was installed during the warranty period, the following will be acceptable:
  - A. Copy of the original dated sales invoice to the contractor.
  - B. Copy of the contractor's service or startup invoice indicating the startup date, model, and serial number of the Zonex product.
4. Specify warranty **credit** or **replacement** for each item.
5. Zonex Warranty dept. will provide a copy of the Warranty Master form, which must be fill out, and return a copy with the warranty items. The RA cannot be processed without the Warranty Master form **completely filled** out and returned.
6. Ship the product to Zonex prepaid, **with the RA number indicated clearly on the outside of the shipping carton.**
7. Zonex **must** receive the product within **30 days** of the issuance of the RA.
8. Zonex will process the RA and will respond within 30 days of receiving the shipment.
9. Zonex will provide a test and inspection summary report for any item(s) being rejected for warranty.
10. Upon approval of the warranty (RA) by the Technical Support Dept., Zonex will apply a credit memo against the open account or ship the warranty replacement items back, FOB Huntington Beach, CA, within 30 days.
11. Issued credits **must** be used within **90 days** or will be rescinded.

For any questions regarding warranty issues, contact Zonex Warranty dept.