



## Aftermarket Warranty Policy

Red Dot Corporation warrants our on- and off-highway air conditioners, heaters, and replacement parts against any defects that are due to faulty material or workmanship for a period of one year from date of purchase or date of installation unless otherwise noted below.

In the event that a defect is discovered during the warranty period, Red Dot agrees that, at its option, it will repair, replace, or credit the defective product, when returned, transportation prepaid, to Red Dot. Any product repaired or replaced under this warranty will be warranted only for the remainder of the original product warranty period.

This warranty does not apply to consumable products such as chemicals or oils, or consumable components of a product, such as but not limited to bulbs and filters.

To initiate warranty support, contact Red Dot or an authorized Red Dot Distributor or Dealer. Products may not be returned without a return goods authorization number (RGA#) from Red Dot.

## Limitations

### 1. General Conditions

- No unit is guaranteed to maintain a specific temperature output or cab temperature since many variables in installation and geographical location affect this output.
- It is common for installers to use components from several different manufacturers. If component selection (e.g. inadequate condenser size) results in failure, the necessary repairs are not covered.
- Many system failures are the result of poor installation practice (e.g. lack of proper hose brackets). Failures resulting from poor installation are not covered.
- This warranty is the sole property of the original owner-user. A transfer of ownership shall terminate the warranty.
- Red Dot reserves the right to make design improvements without any obligation to change units or parts previously manufactured.
- Red Dot retains the right to inspect faulty parts and determine whether such parts are defective. No materials will be accepted by Red Dot without a Red Dot return goods authorization number (RGA#).
- In no event shall Red Dot be liable for consequential damage or contingent liabilities including, without limitation, such things as damage to vehicles, contents, or product cargo; expenses for rental of other equipment; or expenses incurred arising from the failure of any unit or parts thereof to operate properly.
- Alterations or modification, in any form to a Red Dot unit or part thereof shall nullify and make void this warranty. The only exception is a modification with the express written approval of Red Dot's Director of Engineering.

## **2. Component Limitations**

- Receiver-driers or accumulators will be allowed if a system charge is lost as a result of a warrantable Red Dot refrigerant-related component failure. Receiver-driers and accumulators are warranted against manufacturing defects and canister leaks for a period of one year.
- Warranty coverage on thermal expansion valves (TXV) is limited to body leaks and/or internal malfunctions. This warranty is inapplicable if contaminants such as refrigerant sealant, rust, or carbon sediment (caused by excessive system moisture as a result of lack of system maintenance) are present in the system, or the malfunction is due to unauthorized adjustments or repairs.
- Consumable products such as (but not limited to) filters, bulbs, chemicals, and tools are warranted to be free of manufacture defects at time of sale.

## **3. Warranty Repairs**

- Warranty repairs shall be made only by an authorized Red Dot distributor, OEM dealer, or a service center considered competent by a Red Dot authorized distributor using Red Dot components.
- Warranty repairs should be accomplished to put the air conditioner or heater in like-new working order. Evaporator coils, heater cores, or condensers must be replaced with new Red Dot components.

## **4. Warranty Claims**

- Claims will be accepted only from authorized Red Dot warehouse distributors or OEM dealers.
- Warranty claims will be paid based on the most current settlement schedule released by Red Dot. No allowance will be made for mileage, travel time, downtime, or related expenses.

## **5. Exclusions**

This warranty does not cover defects caused by customer neglect, incorrect application, wiring, alteration, or repairs made outside the company's factory. This warranty is the sole property of the original owner/user. A transfer of ownership shall terminate the warranty.

## **Limitation of Remedies**

Some states within the United States do not allow the disclaimer of implied warranties and if this is true in your state the above limitation may not apply to you. This warranty gives you specific rights, and you may also have other rights that vary from state to state.

This warranty constitutes the final, complete, and exclusive statement of warranty terms and no person is authorized to make any other warranties or representations on behalf of Red Dot Corporation.

This warranty supersedes all previous warranty policies expressed or implied and frees the manufacturer of any other obligation or liability including but not limited to consequential and incidental damages. The manufacturer will not assume or allocate any other liability in connection with the sale of Red Dot components.