



**LIMITED WARRANTY POLICY
SUPPLYHOUSE LLC
BLUEFIN MINI SPLIT SYSTEM**

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

THIS LIMITED WARRANTY IS VALID IN THE UNITED STATES AND APPLIES ONLY TO THE ORIGINAL END USE PURCHASER OF THE SYSTEM AT THE SAME LOCATION ON WHICH THE SYSTEM WAS ORIGINALLY INSTALLED.

WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

Summary of Limited Warranty

Supplyhouse LLC (“Supplyhouse”) warrants that it will replace defective internal functional parts (“Part[s]”) of a qualified BlueFin Mini Split hvac systems (each, a “System”) that fail during the warranty period if such parts prove to be defective due to improper materials and / or manufacturing workmanship under normal application, installation, use and service conditions. This warranty is for parts only. We do not offer repair services.

This limited warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear; or (h) external causes such as accidents, abuse, or other actions or events beyond our reasonable control.

This Limited Warranty shall apply to qualified Systems sold by Supplyhouse LLC. A qualified System is one that meets or satisfies the following conditions:

- It has been purchased directly from Supplyhouse.com;
- The System has been purchased for use in the continental United States, Alaska, and Hawaii;
- The System was installed by an individual or company that either holds a current government issued license that authorizes the individual or company to service and install heating, ventilation, and air conditioning equipment in the state where the System is located, if such a license is required or if licensing in the jurisdiction is not required or available, a professional HVAC system contractor;
- The System was installed, operated and serviced in compliance with: (i) guidelines set forth in installation, operation, maintenance and engineering publications made available by Supplyhouse; (ii) applicable local, state and federal law; and (iii) applicable building, mechanical, plumbing and electrical codes; and
- The customer seeking to obtain warranty coverage is the original end use purchaser (either directly or through a professional hvac contractor) of the System and the System is located at the same location on which the System was originally installed.

WHAT IS THE LIMITED WARRANTY PERIOD?

1. Our standard warrant time period for the Part(s) of a qualified System, including the compressor, are warranted for a period (the “Standard Parts Warranty Period”) ending five (5) years after the date of original installation. In absence of proof of installation, the warranty date will end five (5) years from the date of manufacture of the System as evidenced by our records.
2. We also provide an additional two (2) year compressor parts warranty time period. So, for the compressor contained in a qualified System, we will provide replacement I for the original five (5) years plus two (2) additional years.(the “Compressor Warranty Period”).

OBTAINING WARRANTY PARTS AND ADDITIONAL INFORMATION

To obtain warranty service, you must call Supplyhouse at 888-757-4774.

A Supplyhouse customer service representative will assign a Bluefin support specialist to your claim to assign you a warranty claim number and assist you in troubleshooting your claim. Troubleshooting must be completed prior to receiving replacement parts for your claim

The assertion of claims under this Limited Warranty is expressly conditioned upon the Customer: (i) informing Supplyhouse of the alleged claim during the applicable warranty period to the telephone number stated above during the applicable warranty period. Any such assertion of claims must be accompanied by the original sales receipt as the proof of purchase and time of installation of the System. The assertion of the claim must occur within thirty (30) days from the date that the claim is identified.

The return of Part(s) may only occur after the written authorization of Supplyhouse has been given. Proof of the installation date by a licensed or qualified HVAC professional contractor is required when requesting warranty parts. Present the sales receipt, building permit, or other documentation that establishes proof and date of installation. If proof of installation date cannot be rendered, this Limited Warranty shall be deemed to begin on the date of manufacture as reflected in Supplyhouse's records.

WHAT ARE YOUR REMEDIES UNDER THIS POLICY?

- 1. The remedies set forth in the Limited Warranty are the sole and exclusive remedies of Customer for defective Part(s) during the applicable warranty period.*
- 2. Replacement Part(s) shall be of like kind and quality and in our discretion, and may be new or remanufactured.*
- 3. Replacement Part(s) shall be warranted in accordance with this Limited Warranty for the remaining portion of the original System's warranty period (five years) or ninety (90) days after installation of the Replacement Part(s), whichever is longer. So, for example, in the unlikely event that you need and obtain a new part in year three, the replacement part warranty period will be for two more years.*
- 4. Supplyhouse requires that any defective part be held for a period of at least ninety (90) days after replacement. Please do not dispose of the defective part.*
- 5. Supplyhouse may require you to return the defective part to us. Any such returned defective Part(s) become the property of Supplyhouse.*
- 6. Supplyhouse will cover the transportation cost for any returns of defective Parts if we request that you send the defective Parts to us.*
- 7. Supplyhouse will cover the costs of shipment of any replaced Part(s) to the Customer.*

8. *Supplyhouse does not cover expedited shipping, risk of loss including shipping damage or loss for return of the defective Part(s).*
9. *Supplyhouse does not cover or reimburse costs associated with installation of new Parts, removal of defective Parts, or re-installation of the Part(s). If any Part(s) returned to Supplyhouse are found not to be defective or the applicable warranty period has expired, the Customer shall be responsible for return shipping cost.*
10. *This Limited Warranty does not cover charges for labor or any other costs incurred in connection with this Limited Warranty, including, but not limited to, fuel and transportation costs, lodging, refrigerant, and other costs and expenses incurred in the trouble shooting, maintenance, repair, removing, replacing, installing, complying with local building and electric codes, handling, or replacement of Part(s) and the complete System or for any costs or expenses for providing temporary or substitute equipment or service during periods of malfunction or non-use pending replacement or completion of repairs under this Limited Warranty. Supplyhouse is also not responsible or liable for any costs for any parts, labor, supplies, or refrigerant necessary to alter, rework, or modify the System to prepare the System for proper commissioning.*

WHAT DO WE EXCLUDE AND NOT COVER UNDER THIS LIMITED WARRANTY?

The Limited Warranty is void and of no effect, and Supplyhouse will have no liability hereunder to any Customer or any third party, to the extent any of the following occur:

1. *A System is sold and/or installed outside the continental United States, Alaska, and Hawaii or is removed from the location where it was originally installed.*
2. *A System is sold AS IS or WITH ALL FAULTS or this Limited Warranty is otherwise expressly disclaimed.*
3. *Any serial number of any System or any Part(s) thereof is altered, defaced or removed.*
4. *The System is misused, neglected, or the Customer fails to operate the System as specified in Supplyhouse's instructions, or to properly perform all recommended preventive and routine maintenance as defined in our published documents. Routine maintenance includes procedures such as cleaning the condensate drain system, evaporator, and condenser coils, and cleaning and / or replacing of air filters or belts.*
5. *Any installation, repair, maintenance or service is performed by unauthorized or unqualified third party service providers.*
6. *Damage and/or failure caused by an of the following:*
 - *a power surge (whether caused by lightning or fluctuations in or interruptions of electrical power), faulty power supply, fire, water, wind, impact damage from projectiles, earthquake, flooding, theft, riot, or any acts of God.*
 - *improper wiring, installation, or handling of the System while in transit or in a storage facility.*

- *exposure to corrosive chemical vapors and/or liquids, contaminants, or any corrosive agent*
 - *operating in a wet environment or in harmful environmental conditions including sea or salt-water.*
 - *ice or frozen or broken water pipes.*
 - *ordinary wear and tear.*
 - *exposure to excessive or harmful volatile organic compounds (VOCs) or where damage and / or failure occur due to improper air make up or supply or inadequate ventilation.*
 - *improper application of the System and/or the improper matching of any component of the System or other failure to comply with the manufacturer's instructions or recommendations.*
 - *modification and/or alteration of the System or any component of the System in order to meet or circumvent government codes or regulations.*
 - *using unapproved refrigerant types or recycled refrigerant.*
 - *caused by improper adjustments of user controls.*
7. *The use or installation of part(s) other than those provided by Supplyhouse, including but not limited to, refrigerant piping, drain lines, control and electrical wiring, ductwork, etc.*
8. *Acts, omissions, and conduct of any and all third parties including, but not limited to, the installing contractor and any repairs, service or maintenance by unauthorized or unqualified persons.*

LIMITED WARRANTY CONDITIONS

The Limited Warranty for the Systems shall be valid only if all of the following conditions are met:

1. *Vacuum drying at commissioning followed Supplyhouse's published guidelines.*
2. *All brazing of pipe-work was performed with nitrogen flow in pipe to eliminate oxidation.*
3. *Correct refrigerant charge used at time of commissioning.*
4. *Correct refrigerant charge used after any repairs (no leaks in the System).*
5. *Equipment was operating within Supplyhouse's published and recommended temperature limits.*
6. *Equipment was not operated during any construction phase.*



LIMITATION OF WARRANTY SCOPE

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OF THIRD PARTY RIGHTS AND FITNESS FOR A PARTICULAR PURPOSE.

UNDER NO CIRCUMSTANCES SHALL SUPPLYHOUSE BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUE OR PROFITS, WORK STOP PAGE, SYSTEM FAILURE, IMPAIRMENT OF OR DAMAGE TO OTHER EQUIPMENT OR GOODS, COST OF REMOVAL AND REINSTALLATION OF THE SYSTEM, LOSS OF USE, INJURY TO PERSONS OR PROPERTY ARISING OUT OF OR RELATED TO THE SYSTEM. SUPPLYHOUSE'S TOTAL LIABILITY, IF ANY, UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE INVOICE VALUE PAID BY THE CUSTOMER FOR THE SYSTEM WHICH IS THE SUBJECT OF A CLAIM OR DISPUTE.



SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ALLOW DISCLAIMERS OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE CUSTOMER. THIS LIMITED WARRANTY GIVES THE CUSTOMER SPECIFIC LEGAL RIGHTS. CUSTOMERS MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

THIS LIMITED WARRANTY SHALL NOT BE ENLARGED, EXTENDED, OR EFFECTED, AND NO ADDITIONAL OBLIGATION OR LIABILITY SHALL BE CREATED BY OUR PROVIDING ANY TECHNICAL ADVICE, INFORMATION, SERVICE(S), APPLICATIONS SUGGESTIONS, OR EQUIPMENT MODIFICATIONS TO ANY PERSON OR ENTITY ASSOCIATED WITH THE INSTALLATION, SERVICE, REPAIR, MAINTENANCE OR OPERATION OF THE SYSTEM.

NO ONE IS AUTHORIZED BY SUPPLYHOUSE TO MODIFY THIS LIMITED WARRANTY IN ANY RESPECT OR TO CREATE FOR SUPPLYHOUSE OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THE SYSTEM UNLESS DONE SO IN A WRITTEN AGREEMENT WITH THE SIGNATURE OF THE _____ OR A _____ OF SUPPLYHOUSE. CUSTOMER AGREES THAT ANY PURPORTED CHANGE SHALL BE NULL AND VOID UNLESS THE _____ OR A VICE PRESIDENT OF SUPPLYHOUSE SHALL HAVE EXPRESSLY SO AGREED TO SUCH CHANGE IN WRITING.

IF ANY CLAUSE OF THE LIMITED WARRANTY IS FOUND TO BE ILLEGAL OR UNENFORCEABLE, THAT CLAUSE WILL BE SEVERED FROM THIS LIMITED WARRANTY AND THE REMAINDER OF THE LIMITED WARRANTY WILL BE GIVEN FULL FORCE AND EFFECT.

DISPUTE RESOLUTION AND BINDING ARBITRATION

Except to the extent prohibited by applicable law, the Customer agrees she / he will not bring any action, regardless of form, arising out of or in any way connected with this Limited Warranty more than one (1) year after the cause of action has occurred.

THE LAWS OF THE STATE OF NEW YORK GOVERN THIS LIMITED WARRANTY AND ALL OF ITS TERMS AND CONDITIONS, WITHOUT GIVING EFFECT TO ANY CONFLICTS OF LAWS PRINCIPLES. ALL ACTIONS AT LAW OR IN EQUITY ARISING OUT OF OR RELATING TO THESE TERMS AND CONDITIONS SHALL BE SUBMITTED TO CONFIDENTIAL ARBITRATION IN NEW YORK, NEW YORK. ARBITRATION UNDER THIS LIMITED WARRANTY SHALL BE CONDUCTED UNDER THE RULES THEN PREVAILING OF THE AMERICAN ARBITRATION ASSOCIATION. THE ARBITRATOR'S AWARD SHALL BE BINDING AND MAY BE ENTERED AS A JUDGMENT IN ANY COURT OF COMPETENT JURISDICTION. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, NO ARBITRATION UNDER THIS LIMITED WARRANTY SHALL BE JOINED TO ANY LEGAL PROCEEDING OR ARBITRATION INVOLVING ANY OTHER PARTY, WHETHER THROUGH CLASS ARBITRATION PROCEEDINGS OR OTHERWISE.



VALIDITY

This Limited Warranty shall be valid from January 1, 2024 and shall apply to all Bluefin Systems sold to Customers and installed and started up on or after this date. Proof of installation date must be provided upon request. Supplyhouse reserves the right to unilaterally amend the provisions, clauses or applications of this Limited Warranty from time to time without notice, however any such changes shall not be retrospective.