



## PRODUCT WARRANTY STATEMENT

### LIMITED WARRANTY STATEMENT

AURA SYSTEMS ALL SERIES LISTed SPLIT AIR-CONDITIONER AND HEAT-PUMP SYSTEMS  
AU-012, AU-018, AU-022, AU-030, AU-036, AU-048

Subject to the terms and conditions of this Limited Warranty, the Cooling & Heating Division of AURA AC SYSTEMS, INC. ("Aura Systems") warrants to the original purchaser of this Aura Systems product purchased on or after January 1, 2015 from a licensed Reseller and installed by HVAC contractor in the continental United States, Alaska and Hawaii, that:

- A. The parts are warranted for a period of one (1) years to the original owner of the System. If any parts should prove defective due to improper workmanship and/or material for a period of one (1) years from the date of purchase, Aura Systems will replace any defective part without charge for the part. Replacement parts are warranted for the remainder of the original 1-year warranty period. Parts used for replacement may be of like kind and quality and may be new or remanufactured. Defective parts must be made available to Aura Systems in exchange for the replacement parts and become the property of Aura Systems.
- B. The compressor is warranted for a period of five (5) years to the original owner of the System. If the compressor should prove defective due to improper workmanship and/or material for a period of five (5) years from the date of purchase, Aura Systems will replace the defective compressor without charge for the compressor. Replacement compressors are warranted for the remainder of the original 5-year warranty period. Compressors used for replacement may be of like kind and quality and may be new or remanufactured. Defective compressors must be made available to Aura Systems in exchange for the replacement compressor and become the property of Aura Systems.
- C. Notwithstanding the foregoing, if the System is installed in a residential single-family home by a AURA SYSTEMS CONTRACTOR, and used for cooling a home the parts and compressor will be warranted for a period of 5 years, so long as the systems has be properly maintained and to the original owner, so long as the original owner resides in the home. Specifically, if any parts and/or the compressor should prove defective due to improper workmanship and/or material for a period of twelve (5) years from the date of installation, Aura Systems will replace any defective parts or compressor without charge for the parts and labor. The replacement parts and/or compressor are warranted for the remainder of the original 5-year warranty period. Parts and/or compressors used for replacement may be of like kind and quality and may be new or remanufactured. Defective parts and/or compressors must be made available to Aura Systems in exchange for the replacement parts and become the property of Aura Systems.
- E. **NO LABOR.** Limited warranties for A & B do NOT include labor or any other costs incurred for service, maintenance, repair, removing, replacing, installing, complying with local building and electric codes, shipping or handling, or replacement of the System, compressors or any other parts. For items that are designed to be maintained or replaced by the original owner, the original owner is solely responsible for all labor and other costs of maintaining, installing, replacing, disconnecting or dismantling the System and parts (such as filters or belts) in connection with owner-required maintenance. Air filter cleaning and/or replacement for each applicable indoor unit are owner-required maintenance, and labor for this procedure is not covered under warranty. Please consult the applicable technical documentation for air filter cleaning and other maintenance procedures.
- F. **PROPER INSTALLATION.** This Limited Warranty applies only to Systems that are installed by contractors who are licensed for HVAC installation under applicable local and state law, and who install the Systems in accordance with (i) all applicable building codes and permits: (ii) Aura Systems installation and operation instructions: and (iii) good trade practices.



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### 1) TO OBTAIN WARRANTY SERVICE:

a. Contact Aura AC Systems, Inc. @ 800-611-2872 (AURA)

b. Proof of original purchase from authorized reseller. In the absence of acceptable proof, this Limited Warranty shall be deemed to begin ninety (90) days after the date of manufacture stamped on the System.

b. Proof of the installation date by a licensed contractor is required when requesting warranty service. Present the sales receipt, building permit or other document which establishes proof and date of installation. In the absence of acceptable proof, this Limited Warranty shall be deemed to begin ninety (90) days after the date of manufacture stamped on the System.

c. This Limited Warranty applies only to Systems purchased on or after January 1, 2015, only while the System remains at the site of the original installation, and only to locations within the continental United States, Alaska and Hawaii.

2) THIS LIMITED WARRANTY DOES NOT COVER: property damages, malfunction or failure of the System, or personal injury caused by or resulting from: (a) accident, abuse, negligence or misuse; (b) operating the System in a corrosive or wet environment, including those containing chlorine, fluorine or any other hazardous or harmful chemicals or environmental factors, including sea- or salt-water; (c) installation, alteration, repair or service by anyone other than a licensed contractor or other than pursuant to the manufacturer's instructions; (d) improper matching of System components; (e) improper sizing of the System; (f) improper or deferred maintenance contrary to the manufacturer's instructions; (g) physical abuse to or misuse of the System (including failure to perform any maintenance as described in the Operation manual such as air filter cleaning, or any System damaged by excessive physical or electrical stress; (h) Systems that have had a serial number or any part thereof altered, defaced or removed; (i) System used in any manner contrary to the Operation Manual; (j) freight damage; or (k) damage caused by force majeure or other factors such as power surge damage caused by lightning and fluctuations in or interruptions of electrical power.

3) THIS LIMITED WARRANTY ALSO EXCLUDES: (a) SERVICE CALLS WHERE NO DEFECT IN THE SYSTEM COVERED UNDER THIS WARRANTY IS FOUND; (b) System installation or set-ups; (c) Adjustments of user controls; (d) Systems purchased or installed outside the continental United States, Alaska and Hawaii; or (e) Systems purchased or installed prior to January 1, 2015. Consult the operating instructions for information regarding user controls.

4) This Limited Warranty shall not be enlarged, extended or affected by, and no obligation or liability shall arise or grow out of, AURA SYSTEMS providing, directly or indirectly, any technical advice, information and/or service to original owner in connection with the System.

5) EXCEPT AS OTHERWISE PROVIDED IN THIS LIMITED WARRANTY, AURA SYSTEMS MAKES NO OTHER WARRANTIES OF ANY KIND WHATSOEVER REGARDING THE SYSTEM. AURA SYSTEMS DISCLAIMS AND EXCLUDES ALL WARRANTIES NOT EXPRESSLY PROVIDED HEREIN AND ALL REMEDIES WHICH, BUT FOR THIS PROVISION, MIGHT ARISE BY IMPLICATION OR OPERATION OF LAW, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT OF THIRD PARTY RIGHTS, AND OF FITNESS FOR ANY PARTICULAR PURPOSE. NO ONE IS AUTHORIZED TO CHANGE THIS LIMITED WARRANTY IN ANY RESPECT OR TO CREATE ANY OTHER OBLIGATION OR LIABILITY FOR AURA SYSTEMS IN CONNECTION WITH THE SYSTEM. AURA SYSTEMS DISCLAIMS ALL LIABILITY FOR THE ACTS,



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OMISSIONS AND CONDUCT OF ALL THIRD PARTIES (INCLUDING, WITHOUT LIMITATION, THE INSTALLING CONTRACTOR) IN CONNECTION WITH OR RELATED TO THE SYSTEM.

6) UNDER NO CIRCUMSTANCES SHALL AURA SYSTEMS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, INFRINGEMENT OF THIRD PARTY RIGHTS, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE, SYSTEM FAILURE, IMPAIRMENT OF OTHER GOODS, COSTS OF REMOVAL AND REINSTALLATION OF THE SYSTEM, LOSS OF USE, INJURY TO PERSONS OR PROPERTY ARISING OUT OR RELATED TO THE SYSTEM WHETHER BASED ON BREACH OF WARRANTY, BREACH OF CONTRACT, TORT OR OTHERWISE, EVEN IF AURA SYSTEMS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN NO EVENT SHALL AURA SYSTEMS'S LIABILITY EXCEED THE ACTUAL PURCHASE PRICE OF THE SYSTEM WITH RESPECT TO WHICH ANY CLAIM IS MADE.

**7) DISPUTE RESOLUTION.** For any dispute with AURA SYSTEMS, you agree to first contact us by phone (800-611-2872) or e-mail ([online@aurasystemsonline.com](mailto:online@aurasystemsonline.com) ([link sends e-mail](#))) or U.S. Mail at Aura AC Systems, Inc., ATTN: Customer Care, 3819 Wacker Drive Mira Loma CA 91752, and attempt to resolve the dispute with us informally by providing your name, address, and contact information and describing the nature of the dispute.

8) This Limited Warranty is valid only in the continental United States, Alaska and Hawaii, and it is not transferable.