

RGF Warranty Policy Effective January 1st 2011

In the event that one of the Guardian Air PHI or REME products fails before the end of the warranty period, please refer to the outlined procedures below to resolve the warranty claim.

New Guardian Air PHI products have a 2 year limited warranty. New Guardian Air REME products have a 2 year limited warranty. If a unit is found to be defective, the following steps should be followed.

- 1.) The owner of the unit should contact the HVAC contractor or service company that originally installed the unit.
- 2.) Contractors should pull the defective unit out of the duct system {If it's a plug in pull off the wall} and bring the entire defective model back to the wholesaler, including power cord & transformer.
- 3.) The wholesaler should fill out the RGF warranty request form completely including serial number, model number, contractor and a brief description of the failure.
- 4.) The Warranty Request Form should then be faxed in to RGF where we will lookup the serial number and if the unit is covered under the warranty, RGF will then fax back a returned Merchandise Authorization # or RMA #.
- 5.) Based on the date the unit was sold to the contractor, follow the procedure below.

PHI & REME Units Under 2 Years Old: Defective units under 2 years old should be replaced over the counter at the branch level. *All appropriate warranty paperwork needs to be filled out and an RMA issued prior to exchange.* The defective unit should be sent back to RGF with the RMA # clearly marked on the box. Once received and checked, a new product will be sent to replace the one given over the counter.

Please be sure to follow the appropriate warranty procedure to avoid delays or rejection of warranty claims. On a case by case basis for certain types of applications RGF can provide refurbished loaner units while warranty repairs are being processed.