




YMGI GROUP WARRANTY TRAINING

*This presentation is meant to inform & clarify YMGI's warranty policy
YMGI Group, Jan. 19, 2018



Warranty Training Contents



- Receiving Shipment
- Paperwork
- Importance of Installation
- Steps to Validate Warranty
- Completing Warranty Registration Form
 - YMGI Portion
 - Serial Numbers
 - Customer Information
 - Contractor Information
 - Technician Checklist
 - Signature & Important Notes
- Standard Warranty for Online Distributor Sales
- Gold Warranty for YMGI Preferred Contractor
- Platinum Warranty for VRF Products
- Extended Warranty Options
- Warranty Exclusions
- Warranty Claiming Procedures
- Review
- YMGI Warranty Contact information

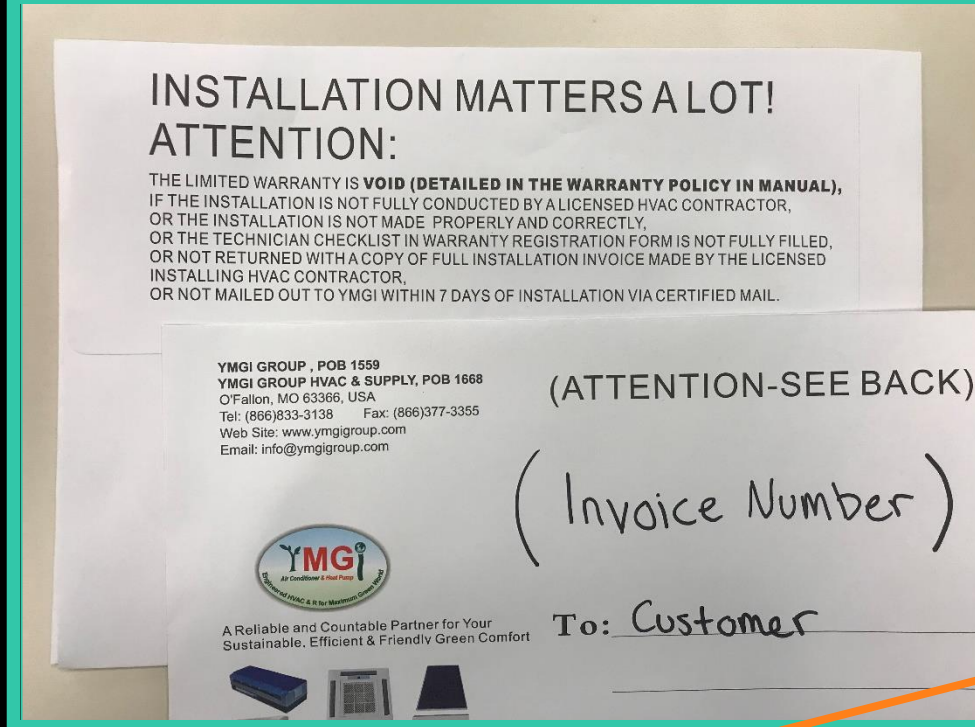
Receiving Shipment

All orders are packed securely and photographed for proof of shipment contents.



- It is the Customer's sole responsibility to open product box and inspect for any damages and list them on the Delivery Receipt prior to signing. If any damage is found, customer should email YMG (customerservice@ymgigroup.com) within 24 hours. If there is no note of damage, or if not reported within 24 hours of receiving delivery, no freight damage will be processed.

Envelope



MUST READ

YMG I GROUP

Technical Support (888) 833-3138/703 technical@ymgigroup.com
Customer Service (888) 833-3138/704 customer@ymgigroup.com

Customer and Technician MUST READ

PRIOR TO OPENING THE BOX OF, OR INSTALLING /
SERVICING THE PRODUCT (HVAC & R)

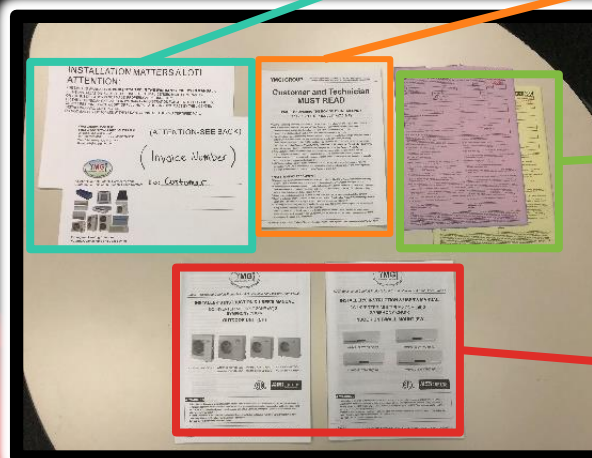
Upon the purchasing, unpacking, installation and/or service of this product, you and all other parties hired to install or service your products, have read all YMG I Group (we) has written hereafter and all agree:
1) You understand all that is written hereafter in this and other documents that we publish.
2) You will follow what is written hereafter in this and other documents that we publish.
3) You will be bound by and completely follow all policies, guidelines, instructions, warnings, cautions and other materials, as published by YMG I Group, its subsidiaries or sister companies, in writing.
4) Only a successful installation, fully (100%) conducted by a qualified HVAC technician(s), as detailed in the checklist of the Limited Product Warranty Policy and Limited Product Warranty Registration CardForm, along with a properly detailed installation invoice, is eligible for the Limited Product Warranty.
5) Failure to follow what is written hereafter may cause various equipment issues that you will have full responsibility and liability for, including, but not limited to, losing manufacturer's warranty and not working properly, unit malfunctions, under-performance, decreased safety, increased potential of various damages to your property, safety, home and/or business, etc.
6) YMG I documents and policies supersede those made or provided by the sales distributors or installing contractors. YMG I Group maintains the final authority in explaining and resolving any and all discrepancies that might exist between distributors/contractors' documents and ours.

YMG I STRONGLY RECOMMENDS:

- * Customer hires a currently licensed certified HVAC technician(s) (N.A.T.E. or A.C.C.A certification is strongly recommended) to conduct 100% of the installation. Inspection of all unit functions and repair service.
- * Customer signs an installation/service contract with the installation/service technician's company who has great service references and you trust. Installation and service is very important to the life of your investment and provide you a lifetime of comfort and peace of mind.
- * Customer requests the installer to put down a 1-year labor warranty coverage in the installation contract.
- * Have the technician check against all the items in the checklist of the Limited Product Warranty Registration CardForm, sign and date it, to help ensure a proper and professional installation.
- * Customer pays in full, only after all the unit functions are inspected, the unit works properly, warranty checklist is fully filled out and signed and you are fully satisfied.
- * If any unit abnormality is found, have your technician check the unit first. Have them call for manufacturer technical assistance, if necessary, from your job site, not his office, so that we can more accurately assist him in diagnosing the cause of the malfunction.

By Placing Order for YMG I Products, You Have Read and Admitted and Agreed to and Shall Follow What We Say Above

Warranty Registration Form & Customer's Copy



Installation and User Manual

INSTALLATION IS **VERY IMPORTANT**



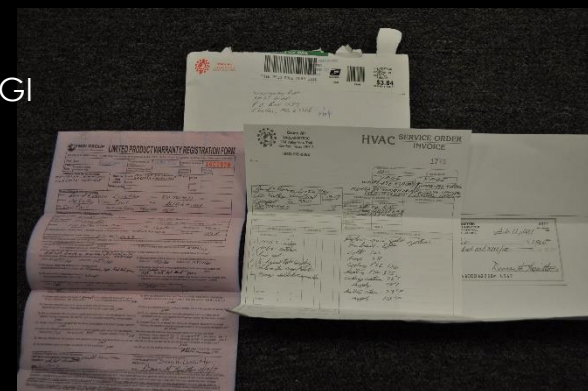
- Only Licensed/Certified HVAC Technicians are qualified to install these units.
- Installation must be done properly by a professional from the very beginning (unboxing) to qualify for a warranty.
- Improper installation will cause problems for the unit eventually, and fixing those problems may not prevent future malfunctions (damage is already done).

STEPS TO VALIDATE WARRANTY

To validate a warranty, **ALL** of the following steps must be followed by the customer

1. The unit was 100% installed properly by a licensed or certified HVAC technician from the very beginning at original location.
2. The unit was installed following all NEC (National Electrical Code), State & Local Codes.
3. The unit was installed following all Instructions & Manuals provided by YMGI Group.
4. ALL fields (especially the technician-checklist) of the **Limited Warranty Registration Card/Form** were filled completely by the installing tech and signed by both Tech & Unit Owner.
5. Customer has mailed the **Limited Warranty Registration Card/Form** and a **copy of the original Installing Company's Invoice** to YMGI Warranty Dept., POB 1559, O'Fallon, MO 63366 within 7 days of installation (**send via certified mail**).

Example:



****No warranty filing will be approved if any one (or more) of the above conditions is not met. Product Registration itself does not guarantee the validity or coverage of this limited warranty. Proven correct installation is the key****

Warranty Registration Form

YMGI's Warranty Registration Form includes 1 original and 2 carbon copies.

White – Original (YMGI fills out & keeps for record)

Pink – Installing Tech completes during installation. (Send back to YMGI within 7 days)

Yellow – Customer's Copy
(Keep this copy as proof of proper installation)

YMG! GROUP		<h1 style="margin: 0;">LIMITED PRODUCT WARRANTY REGISTRATION FORM</h1>			
For Use on a YMG! RV or Motor Home Call 800-255-7623 for complete details and instructions. Return this form to YMG! or to the nearest YMG! Dealer.					
For YMG! Use Only Installation Invoice Date of Purchase	Expiring Product Line (Indicate the product line and model number.)	Registration Code and Date (Indicate the date of registration.)	1602294		
	Customer Unit Number (Indicate the unit number.)	Indoor Unit Serial Number (Indicate the serial number.)	Unit Price (Indicate the unit price.)	Warranty Period (Indicate the warranty period.)	Warranty Limit (Indicate the warranty limit.)
Customer Name (Last, First, Middle Initial) _____ Address _____ City _____ State _____ Zip _____					
Model of the YMG! RV or Motor Home _____ Year _____					
Technician Name _____ Phone _____ Fax _____					
RV's Name _____ RV's Address _____ City _____ State _____ Zip _____					
Comments/Remarks _____					
Signature of the YMG! Dealer _____ Date _____					
Signature of the YMG! Customer _____ Date _____					

YMG! GROUP LIMITED PRODUCT WARRANTY REGISTRATION FORM

For Use on a YMG! RV or Motor Home Call 800-255-7623 for complete details and instructions. Return this form to YMG! or to the nearest YMG! Dealer.

For YMG! Use Only	Expiring Product Line	Registration Code and Date	1602294		
Installation Invoice Date of Purchase	Expiring Product Line (Indicate the product line and model number.)	Registration Code and Date (Indicate the date of registration.)	Unit Price (Indicate the unit price.)	Warranty Period (Indicate the warranty period.)	Warranty Limit (Indicate the warranty limit.)
Customer Unit Number (Indicate the unit number.)	Indoor Unit Serial Number (Indicate the serial number.)	Unit Price (Indicate the unit price.)	Warranty Period (Indicate the warranty period.)	Warranty Limit (Indicate the warranty limit.)	Warranty Start Date (Indicate the start date.)

Customer Name (Last, First, Middle Initial) _____ Address _____ City _____ State _____ Zip _____

Model of the YMG! RV or Motor Home _____ Year _____

Technician Name _____ Phone _____ Fax _____

RV's Name _____ RV's Address _____ City _____ State _____ Zip _____


Comments/Remarks _____

Signature of the YMG! Dealer _____ Date _____

Signature of the YMG! Customer _____ Date _____

[illegible][illegible]

YMGI PORTION

 YMGI GROUP <small>Innovative, Competitive, Efficient & Convenient</small>		LIMITED PRODUCT WARRANTY REGISTRATION FORM					
Top Copy A for YMGI to Keep; Center Copy B for Installer to Fill and Mail back to YMGI; Bottom Copy C for Customer to Fill and Keep. Write Clearly and Firmly.							
For YMGI Use	Date:	Shipping Packing List Number:		Registration Card Serial No.		1602294	
	Installation Invoice Attached or Not:	YMGI-Recommended HVAC Contractor/Technician --Name		Warranty Approved		Warranty Denied	
Outdoor Unit Serial Number:		Indoor	Unit #1			Unit #4	

YMGI Group will fill out the top portion of the Limited Product Warranty Registration Card/Form.

UNITS SERIAL NUMBERS (INDOOR AND OUTDOOR)

Use	Installation Invoice Attached or Not:	YMGI-Recommended HVAC Contractor/Technician --Name	Warranty Approved	Warranty Denied
Outdoor Unit Serial Number:		Indoor Unit Serial Numbers:	Unit #1	Unit #4
			Unit #2	Unit #5
			Unit #3	Unit #6
Contact Where the Units are Installed:				
Name:		Phone:		Fax:

Technician should copy serial #'s of units being installed here.

CUSTOMER INFORMATION

		Numbers:	Unit #3	Unit #6
Contact Where the Units are Installed:				
Name: _____		Phone: _____		Fax: _____
Address: _____		Email: _____		
City: _____	State (Province): _____	Country: _____		
Contact of the Installing HVAC Contractor/Technician:				

This portion determines where the units are being installed and who they belong to.

CONTRACTOR INFORMATION

City:	State (Province):	Country:
Contact of the Installing HVAC Contractor/Technician:		
Technician Full Name (Print):	Phone:	Fax:
HVAC Technician's Company Name:	Email:	
Address:	City:	State (Province):
Currently Licensed or Certified HVAC Technician License or Certification Number:		License Approved or Certified by:
Official Phone # to Check the License Validity:		
<small>Below section must be completed by installing HVAC technician only. It is for the technician to double check installation quality, and for YMGI to process warranty (if not filled by technician, it will be filled by YMGI).</small>		

This information allows YMGI to verify the HVAC Tech's License.

TECHNICIAN'S CHECKLIST

Original - Home # to check the license validity.

Below section must be completed by installing HVAC technician only. It is for the technician to double check installation quality, and for YMGI to process warranty (if not filled by technician, or not fully completed, warranty will void)


- | | |
|---|---|
| 1) Are you the only one to install the whole system?
If not, _____ % of installation done by you (HVAC technician). | 2) What had been done, prior to your arrival? |
| 3) Did you read the User Manual and Installation Instruction, before you started the installation? | 4) Who unpacked the unit and accessory boxes to check for damage? |
| 5) Electrical power V/Ph/Hz measured at terminal blocks-coming into
Indoor unit: _____ outdoor unit: _____ | 6) Electrical power V/Ph/Hz measured at terminal blocks-going into inside of
Indoor unit: _____ outdoor unit: _____ |
| 7) Wire gauge, length and terminal colors between circuit
breaker/disconnect switch to outdoor unit: | 8) Wire gauge, length and terminal colors between each indoor and outdoor unit:
Unit A _____ Unit B _____ Unit C _____ Unit D ... |
| 9) The size of HVAC circuit breaker/fuse or
disconnect switch to the outdoor unit: | 10) Are the inter-connecting wires and copper lines between indoor and outdoor units
installed/covered/protected by line set covers, or anything else? |
| 11) What is the refrigerant pipe length between each indoor unit and the outdoor unit?
Unit A _____ Unit B _____ Unit C _____ Unit D ... | 12) Where is/are the indoor unit(s) located?
Unit A _____ Unit B _____ Unit C _____ Unit D ... |
| 13) What is the elevation difference between each indoor unit and the outdoor unit?
Unit A _____ Unit B _____ Unit C _____ Unit D ...
(indoor unit above outdoor unit +, below -) | 14) Did you check the indoor unit for condensate drain leakage,
before and after connecting them? |
| 15) Where is the outdoor unit located? _____ Is the outdoor unit anchored to ground
Ground wall balcony roof other location _____ or pad, or secured onto wall bracket? | 16) Have you checked to make sure there is no cross-piping and no cross-wiring
between any two indoor units (zones)? (shall NOT connect A-B, B-C, C-D, D-A...) |
| 17) Were the refrigerant pipe ends capped or taped seal, prior to running
them through structures to keep debris from entering the copper lines? | 18) Have you checked and run cooling or heating, one unit by one unit, all working fine? |
| 19) Did you charge the inter-connection copper pipes and indoor unit with nitrogen to check for
positive leakage (pressures 150-200PSI), before conducting vacuuming leakage check? | 20) Did you vacuum correctly to check the connecting pipes and indoor unit for
refrigerant leakage, what was the micron gauge reading, for how many minutes? |
| 21) Did you check if the compressor can be started and stopped in a correct (design) manner? | 22) If copper length is not exactly 25', how much refrigerant was removed or added
following the ambient temperature/pressure chart in the manual/on the outdoor unit? |
| 23) Measured refrigerant pressures at outdoor service suction valve, when unit was stabilized.
Cooling (PSI): _____ Heat pump (PSI): _____ Outdoor Ambient Temp. (F): _____ | 24) What were the measured temperatures (probe not touching any metal):
At cooling: indoor return air _____ F, discharge air _____ F, and outdoor _____ F
At heating: indoor return air _____ F, discharge air _____ F, and outdoor _____ F |
| 25) Have you checked all unit functions, with customer's witness, and all functions are correct? | 26) Did you show the user how to operate the unit? Did he/she understand you? |
| 27) Do you provide regular one-year free service for this installation? | 28) Did you list the working details in the invoice and leave a copy to the customer? |

Installation Finished and Unit Works Successfully.

Installation Finished and Unit Works Successfully.

This is the most important part of the Warranty Registration Form and must be filled in it's entirety for original installation quality check and warranty validation.

SIGNATURE AND IMPORTANT NOTES



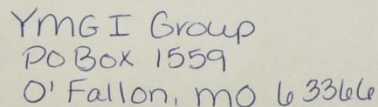
<p>Installation Finished and Unit Works Successfully.</p> <p>X Print Name of Installation HVAC Technician:</p> <p>Signature: _____</p> <p>Date: _____</p>	<p>Installation Finished and Unit Works Successfully.</p> <p>X Print Name of Owner:</p> <p>Signature: _____</p> <p>Date: _____</p>
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By signing above, I acknowledge the liability and responsibility for any false statement or not telling all the facts, and I authorize YMGI to check the details of the filled above, and make its decision on warranty. I understand our filing or filling the warranty form DOESN'T mean automatic warranty approval, because warranty is approved only to those qualified and successful installations by qualified HVAC technician. I know the warranty, if approved, is a standard 5-year compressor and 1-year other parts only, without any labor coverage. I agree to and will follow all the contents contained in the **Limited Product Warranty Policy** that YMGI, not other entity, stated in public, including but not limited to manuals, web site, email, etc.

Important Note: A copy of installing HVAC company's invoice to show all their work details, your payment proof, center copy B of this registration card filled, all three (3) MUST be mailed together by certified mail to **Warranty Dept., YMGI Group, POB 1559, O'Fallon, MO 63366**, for warranty processing. Customer keeps bottom copy C. YMGI will check against copy A kept at YMGI.

Copyright of YMGI Group, PO Box 1559, O'Fallon MO 63366. YMGI Group Keeps the Right to Explain the Registration Card/Form and Make Final Decision upon Info. Received.

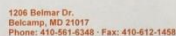
- Both the Installing Technician and customer need to sign and date the Warranty Registration Card.
- Customer should review the disclaimer and Important Notes under the signature panel.
- Customer should send the Registration Card along with a copy of the Installing Company's Invoice via certified mail to YMGI Warranty Dept., POB 1559, O'Fallon, MO 63366 within 7 days of installation.



53355935959



2ND GOOD EXAMPLE WARRANTY FILING REGULAR MAIL



MARCH 28, 2016

Re: Installation of new HVAC systems in tent

J & J Mechanical, Inc. is pleased to have the opportunity to provide a proposal for installation for the above referenced project. The following equipment and materials will be supplied and installed.

- Two YMGI heat pump condensing units supplied by owner
- Nine YMGI indoor evaporators supplied by owner
- Low voltage control wiring 14/4 wire
- Copper line sets supplied by owner
- Nine drain lines
- Three condenser pads
- Electrical by others
- Nitrogen purge and pressure test
- Vacuum systems down to 500 microns
- Start up of systems and check for proper operation

We propose to provide all labor and materials as specified above at a cost of Seven Thousand Nine Hundred Dollars (\$7,900.00) **taxes included.**

Warranty:
Manufactures
Labor – 1 year

Sincerely,

Joseph E. Way
J & J Mechanical, Inc.



1206 Belmar Dr
Belcamp, MD 21017
(410) 561-6348

INVOICE

BILL TO

INVOICE # MB040416

DATE 04/04/2016

DUE DATE 04/19/2016

TERMS Net 15

TERMS Net 15

SYS DATE	ACTIVITY	QTY	RATE	AMOUNT
04/04/2016	<p>HVAC Installation and Materials:</p> <p>Provided and Installed the following:</p> <ul style="list-style-type: none"> - Two YMG heat pump condensing units supplied by owner - Nine YMG indoor evaporators supplied by owner - Low voltage control wiring 14/4 wire - Copper line sets supplied by owner - Nine drain lines - Three condenser pads - Electrical by others - Nitrogen purge and pressure test - Vacuum systems down to 500 microns - Start up of systems and check for proper operation 			
04/04/2016	Labor and materials per proposal dated 3-28-16	1	7,900.00	7,900.00

Thank you for your business.

BALANCE DUE

\$7,900.00

[illegible]

STANDARD WARRANTY

-ONLINE PURCHASE (NON-VRF PRODUCTS)

For those who qualify (**Warranty Registration has been verified**) YMGI Standard Warranty covers:



1 Year
Parts Only Warranty
(No Labor)



5 Years
Compressor Warranty
(No Labor)

*Approved warranty starts from the day of installation, or 90 days from original shipping date, whichever comes first.

GOLD WARRANTY

-YMGI PREFERRED CONTRACTOR PURCHASING

(WMMS PRODUCTS)

For Certified HVAC Technician's who qualify
(Pre-approval & warranty verified)
Warranty covers:

**2 Year
Parts Only
(No Labor)**



**7 Year
Compressor
(No Labor)**



Reminder:
Contractors that have
been Trained/Certified
by YMGI are still
required to follow all
Product Registration
steps to validate the
warranty on any
purchase.

***Pre-approval for Contractor's Warranty is required prior to purchase, and all YMGI Warranty Steps must be followed in full.**

PLATINUM WARRANTY

**-VRF PRODUCTS INSTALLED BY CONTRACTORS
WHO ATTEND AND PASS YMGI-TRAININGS**

For those who qualify (Warranty Verified) YMGI's Standard VRF Warranty covers:

**5 Year
Parts Only
(No Labor)**



**10 Year
Compressor
(No Labor)**



***YMGI Warranty Steps must be followed in full to validate warranty.**

EXTENDED WARRANTY-WMMS

For an additional cost at original purchasing, YMGI offers extended warranty options for WMMS Systems that are purchased through local distributors and installed by YMGI-certified HVAC Contractors only:

WMMS Extended Warranty

Parts – 3 Years
(No Labor)

Compressor – 10 Years
(No Labor)

WMMS Elite Warranty

Parts – 5 Years
(No Labor)

Compressor – 12 Years
(No Labor)

****YMGI Warranty Steps must be followed in full to validate warranty.***

EXTENDED WARRANTY-VRF

For an additional cost at original purchasing/orders, YMGI offers extended warranty options for VRF Systems that are installed by YMGI-certified HVAC Contractors only:

VRF Extended Warranty

Parts – 8 Years
(No Labor)

Compressor – 12 Years
(No Labor)

VRF Elite Warranty

Parts – 10 Years
(No Labor)

Compressor – 15 Years
(No Labor)

****YMGI Warranty Steps must be followed in full to validate warranty.***

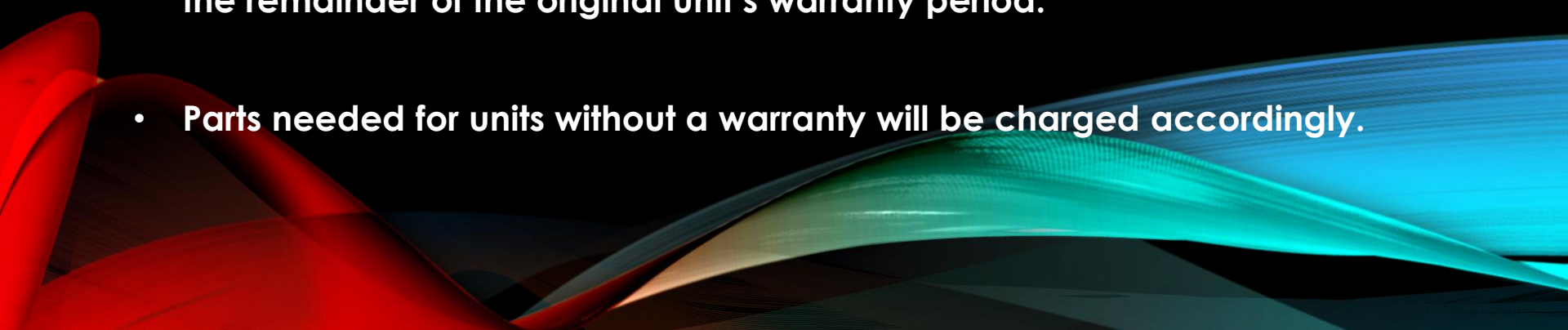
WARRANTY EXCLUSIONS

YMGI Group **Does Not** Cover the Following:

- Any travel, labor, materials, or other costs associated with replacing parts/compressor and fixing the unit.
- Any damage or repairs caused to properties or persons as an incident or consequence of improper installation, operation, transportation, maintenance, service, or improper unit selection (zoning, unit capacity sizing, etc.)
- Any damage in the event of equipment failure caused by frozen or broken water hoses/refrigerant pipes, or as a result of floods, fire, wind, lightening, accidents, corrosive atmosphere, or interruption/inadequate electrical service to the unit.
- Any units installed partially or fully DIY, installed outside of the US/Canada, or moved from the original installation address.

WARRANTY EXCLUSIONS CONTINUED...

Notes:

- Refrigerant/Compressor oil is not considered a part.
 - All replaced parts become the sole property of YMGI Group and must be returned upon request.
 - Warranty parts may be new or refurbished. All parts are tested and approved prior to shipping.
 - Replacement parts of approved Warranty Registration will be covered for the remainder of the original unit's warranty period.
 - Parts needed for units without a warranty will be charged accordingly.
- 

WARRANTY PART PROCEDURE:

- Installing/Service Technician needs to contact YMGI Tech SP from the jobsite, go over some technical measurements or checks, and verify/confirm the exact part(s) needed to repair the unit (to reduce or avoid any incomplete diagnosis and so save time/money for all parties).
- YMGI will check the warranty status.
- Once warranty validity is verified, YMGI will ground-ship the replacement part at no charge (same day in most cases). Parts bear the remainder period of warranty.
- If warranty is not verified or approved, YMGI will quote parts. Once customer confirms acceptance of quotes and provides payment information, YMGI will charge before shipping. Parts are as they are and bear no warranty.
- Expedited shipping is available at the customer's cost.
- Compressors ship LTL to avoid damage. (Must stay upright)

REVIEW



- **Standard Warranty** for online distributor sales: Once approved by YMGI, 5 Years Compressor, 1 Year Other Parts (No labor)
- **Gold Warranty** for YMGI Preferred HVAC Contractor Purchases: Once approved by YMGI, 7 Years Compressor, 2 Year Other Parts (No labor)
- **Platinum Warranty** for YMGI Preferred HVAC Contractor Purchases of VRF: Once approved by YMGI, 10 Years Compressor, 5 Year Other Parts (No labor)
- **Extended Warranty** available at original purchasing/orders for local distributor sales to contractor only.
- 100% of Installation must be done by a licensed HVAC Technician. Partial installation makes liability complex.
- All fields of Warranty Registration & Technician Checklist must be completed
- Fully Filled Warranty Registration Form & Installation Invoice received by YMGI in certified mail within 7 days of installation.
- All Policies & Procedures must be followed for Warranty reviewing. Filing does not guarantee approval. Correct installation at very beginning is the key.

YMGI GROUP WARRANTY CONTACT INFORMATION

YMGI Group-Warranty Dept.

POB 1559

O'Fallon, MO 63366, USA

Tel:(866)833-3138 Fax:(866)377-3355

Web Site: *www.ymgigroup.com*

Email: warranty@ymgigroup.com

