



# Customer & Technician MUST READ

## PRIOR TO OPENING BOXES, INSTALLING OR SERVICING OF HVAC PRODUCTS

Upon the purchasing, unpacking, installation or servicing of this product, you and all other parties hired to install or service your products, have read all YMGI Group relevant documentation (installation and user manuals) and hereafter 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, attentions and other materials, as published by YMGI 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 Card/Form**, 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 take full responsibility and liability for, including, but not limited to, losing manufacturer's warranty, unit not working properly, unit malfunctions, under-performance, decreased safety, increased potential of various damages to property, body, home and/or business, etc.
6. YMGI documents and policies supersede those made or provided by the sales distributors or installing contractors. YMGI Group maintains the final authority in explaining and resolving any and all discrepancies that might exist between distributors/contractors' documents and ours.

### YMGI 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 a trusted installation/service technician company who has good service references. Installation and service is very important to the reliability and lifespan of your equipment.
- Customer should request that the installer include a 1-year labor warranty in the installation contract.
- Have the technician check against all the items in the checklist of the **Limited Product Warranty Registration Card/Form**, 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 by the installing technician, and you are fully satisfied.
- If any unit abnormality is found, have your technician check the unit first. If necessary, have them call the manufacturer for technical assistance from your job site so that we can more accurately assist them with diagnosing the cause of the malfunction.



## Dear Customers, Installers and Contractors

Thank you for choosing YMGI products.

The YMGI equipment you purchased is either a split-type or a self-contained cooling/heating system which requires a licensed or certified installer with knowledge, experience, and attention to details for a successful installation. This equipment is different from window or portable air conditioners that can normally be purchased from retail outlets such as Home Depot, Lowe's, Sears, etc. which the manufacturer may not require licensed personnel to install.

Reading and following YMGI Group's recommendations, suggestions, and requirements, found in the following pages and your unit's installation and service documents, is the first step in our effort to help ensure a smooth installation & proper operation of your products for many years.

## WHY DOES YMGI GROUP REQUIRE INSTALLATION AND SERVICE TO BE PERFORMED BY LICENSED/CERTIFIED HVAC TECHNICIAN OR CONTRACTOR?

- 1. They have the training and experience to accurately and safely install and service your equipment.**  
The equipment runs with high-pressure refrigerant, oil and line-voltage. The copper lines must be installed correctly to prevent leakage and foreign substances from contaminating the refrigerant system.
- 2. You will save money in the long run.**  
If problems occur with a unit that is fully installed by the licensed or certified contractor, they have the training and experience to efficiently correct the problem. Some technicians are unwilling to repair issues on units that they did not install. If you can find a technician willing to perform service, there is the possibility of higher service fees, increased service visits, or delayed service.
- 3. It's the law!**  
The federal, state and/or local government and authorities have various governing laws or regulations, guidelines, ordinances, etc., requiring only licensed or certified professionals can install and service high pressure HVAC equipment.

## SUGGESTIONS, TO AID YOU IN HIRING AN HVAC CONTRACTOR:

- Hire a currently, practicing, licensed/ certified HVAC technician/ contractor. Technicians, who are no longer practicing (retired, etc.) in this field, may not have the updated knowledge or may lack experience on the equipment you have purchased.
- Hire a technician/ contractor who services customers in your local area and you are familiar with. Local contractors have a faster response times and it will be easier for you to determine if they are reputable.
- Use only reputable licensed/ certified HVAC installation contractors/ technicians to prevent any unexpected charges as a result of unethical business practices.
- Check and verify references. N.A.T.E or A.C.C.A certified technicians are strongly recommended.
- Some contractors/ technicians may not feel comfortable installing the equipment that you have purchased for them to install, and prefer to purchase and install the equipment. You can contact YMGI directly to see if there are contractors in your area who have installed YMGI or similar products.
- Ask for a detailed quote for the whole installation project. A flat rate quote is the safest contract for both you and the contractor.
- Local HVAC technicians may charge on a project or on an hourly basis. Generally **a full single head installation should normally cost \$800 - \$1500**. These costs are only estimates. Your actual costs may vary due to job nature and location.
- Number of hours can vary depending upon each individual situation, some factors are, but not limited to:
  - How difficult or complex the indoor unit is to be securely installed.
  - How difficult or how long the inter-connecting pipes and wires are to be installed.
- If all the suggestions have been taken and all the necessary steps are followed.
- If the contractor(s)/technician(s) are experienced with the systems/brands you purchase.
- Sign a contract with the installer. The contract should detail all work they will conduct and the standards they will follow. Many contractors are willing to include a 1-year installation/service warranty at no extra charge. Check with them to see if that is available. If available, include that in the contract.
- Verify and confirm the installation is completed, all of the unit functions are working properly, and all the items on the checklist have been filled out on the warranty registration form, prior to paying the contractor in full.

Not having your unit installed professionally can be more expensive than spending the money that hiring a contractor would cost.  
**Protect your investment and warranty eligibility by doing it right the first time.**





## THE FOLLOWING LISTS THE JOBS AND RESPONSIBILITIES OF THE TECHNICIAN OR CONTRACTOR:

- Perform a load calculation for the room(s) you would like to air condition. Cooling requirements will be different from the heating requirements. Consider cooling hours, heating hours and your special needs or requirements. Supplemental heating such as a baseboard heater or portable heater may help you save money by not over-sizing or under-sizing the heating equipment.
- Selecting the right type, size or model of cooling and/or heating equipment.
- Determining the best location to install the unit including the location of the indoor unit(s), outdoor unit and running the interconnecting pipes/wires.
- Selecting the correct electrical components, including the HVAC circuit breaker or fuse and disconnect switch for electric power to the outdoor unit, types and sizes of the connecting wires between circuit breaker/disconnect switch and outdoor unit, and the wires between outdoor unit and indoor unit).
- Install units at a proper and safe distance to allow for the proper airflow. Keep the indoor unit away from the ceiling and the outdoor unit away from walls, bushes and other objects.
- Place the units on a secure and level structure.
- Tape and seal both ends of the inter-connecting pipes, before running them through structures, to prevent dust or other debris from getting into the pipes. Debris in the pipes will contaminate and damage the refrigeration system. **Failure to follow this practice will void your factory warranty.**
- Connect the pipes between the outdoor and indoor units. Check for leaks by pressurizing the system with nitrogen. After releasing nitrogen, evacuate the piping and indoor unit for removal of system contaminants. Finally, perform the refrigerant introduction and adjustment (if necessary) from the outdoor unit.
- Back-seating the stopping valves at outdoor condensing unit to release pre-charged refrigerant to the indoor unit.
- Measure and record the electrical voltages at different terminals and the refrigerant pressures at stopping valves of outdoor condensing unit.
- Verify and ensure the unit is connected to the proper electrical power supply.
- Adjust refrigerant levels (if necessary) following the installation instructions or chart found on the unit.
- Check for any unusual noises or other abnormalities that may be present.
- Operate the unit and check all functions, one by one. Explain to the owner how to operate and maintain the unit.
- Complete all of the fields in detail on the installer checklist. Sign and date the Warranty Registration Card/Form.

## LIMITED PRODUCT WARRANTY

If the installation is successful, and fully completed by a qualified licensed/ certified HVAC technician/contractor, the registration card/form is filled out completely and correctly, and filed together with a valid installation invoice from the contractor company within 7 days of the original installation, your unit is qualified for the following standard **Limited Product Warranty**:

- 5-year on compressor and 1-year other PARTS ONLY. There is **no labor coverage**.

## ATTENTION

1. The YMGI **Limited Product Warranty Policy**, details the eligibilities, coverage and other explanations of the warranty terms between YMGI group and the unit owner.
2. The YMGI **Limited Product Warranty Policy** and the **Warranty Registration Card/Form** are either included inside the user's manual and/or installation instruction manual, or come separately in the unit packaging box/envelope. If for any reason they are not included with your shipment, visit our website, or contact YMGI customer service to request a copy (electronic or printed), prior to installation.
3. The technician must complete all fields in the **Warranty Registration Card/Form**, making sure to include the unit model, serial numbers, distributor information, and most importantly, the technician checklist.
4. The technician checklist on the **Warranty Registration Card/Form** should be completed by the HVAC technician during installation. It is intended to verify that the installation is performed correctly, and ensure that all unit functions are operating correctly.



5. **Warranty Registration Card/Form** should be completed and mailed, **along with the original copy of the currently licensed HVAC contractor's full installation invoice**, to YMGI Group, within 7-days after original installation, in order for YMGI to review and process your warranty registration.
6. Keep a copy of **Warranty Registration Card/Form** for your own records and future reference, to aid in any possible future warranty claims, part requests, customer service, and/or technical support.
7. YMGI reserves the right to approve or deny the warranty status based on the information reviewed.
8. Mailing address of the **Warranty Registration Card/Form**: Warranty Department, YMGI Group POB 1559, O'Fallon, MO 63366.

Following these requirements will help ensure the units are installed according to the general HVAC practices and standards, meet manufacturer's requirements, allow problems to be detected early, prevent possible damage to the unit, and help ensure the unit will work properly for its life time.

## QUESTIONS ABOUT DIY INSTALLATIONS

### Does YMGI allow to do-it-yourself installations (DIY) partially or fully?

**NO.** Unfortunately no brand or manufacturer can take the responsibility of the equipment if it is not professionally installed by a currently licensed HVAC technician/ contractor.

### If unit is partially or fully installed by non-licensed persons, will the factory warranty be void?

**YES.** Some DIY installations have been successful, but these are exceptions. Most have resulted in equipment failure, due to lack of knowledge and experience. Some of the problems result from DIY's lack of knowledge in these areas:

- Capacity, and selecting correct type, size and model of cooling and/or heating equipment.
- Sizing and installation of correct electric circuit breakers and wires.
- Wiring the units correctly and properly.
- Taping the refrigerant line ends, and connecting lines to indoor and outdoor units correctly and properly.
- Vacuum testing the inter-connecting refrigerant lines.
- Checking for and/or fixing the refrigerant and condensate drain leaks.
- Releasing the refrigerant from outdoor unit to indoor unit.
- Running the unit to check all the unit functions.
- Conducting the installation or trouble-shooting with the correct tools, experience or knowledge to correct any problems.

## RECEIVING AND FREIGHT DAMAGE

### ATTENTION

- Freight (package/unit) should be inspected thoroughly for damage, before accepting by signing the carrier's delivery paperwork.
- Upon shipment being signed for acceptance, it becomes a binding document as to the condition of the products upon delivery. We cannot process any shipping damage claim, if you have accepted the delivery.
- If damage is found at time of delivery, both you and the delivery driver must make notes on the delivery receipt or other freight paperwork detailing the damage found by marking position/parts on unit, description of damage, time and date, your name, contact phone, etc. on the delivery documents. Make a copy of the marked delivery receipt.
- If the damage is minor or partial, and you choose to accept, you can contact the distributor or YMGI to discuss the possible replacement of any damaged part(s).
- **DO NOT sign the carrier's delivery receipt if refusal of the shipment is required due to severe freight damage. Signing the document indicates that you accept the products. Mark receipt "REFUSED DUE TO FREIGHT DAMAGE." Sign and date along with the delivery driver's signature and date.**
- Take pictures of the damage, before the delivery driver leaves.
- If you accept the delivery or fail to note damage on the driver's delivery receipt, the ability to claim freight damage is lost and YMGI will not replace the unit in this circumstance.
- Contact the distributor or YMGI. Report the damage by forwarding the marked delivery receipt copy and pictures.
- Only after YMGI verifies with the carrier and the required detailed notes of received freight damage, will the damaged products be eligible for replacement.
- If returned products are found undamaged, YMGI will treat it as a return and will charge you a restocking fee of 25% of product value plus any additional shipping costs.



## YMGI GROUP POLICIES & RETURN GOODS AUTHORIZATION (RGA)

All sales are final. If the customer wishes to return a product, the following **Return Policies** apply.

- A. Only those products (units, parts or accessories) under the following conditions, are eligible for return:
  - 1) **Products are returned within 30 days of their original shipment date from YMGI**
  - 2) Products have not been installed.
  - 3) Products being returned are not damaged.
  - 4) No missing products.
  - 5) Products and packages are clean.
  - 6) No duct tape or marks on the product(s) or boxes.
  - 7) Products are still their original package, in unopened and in re-sellable condition, as YMGI determines.
- B. Preapproval steps for your return request:
  - 1) Contact your distributor or YMGI to request a return.
  - 2) Photograph your product and boxes to show details
  - 3) YMGI will review your request, along with the pictures and any other details pertaining to your request.
  - 4) If YMGI agrees to process your return request, a form called **Return Goods Authorization (RGA), along with an assigned RGA #** will be forwarded to you or your distributor.
  - 5) Return that do not have a YMGI Group approved RGA # will not be accepted.
- C. YMGI must verify the following before you can pack your products:
  - 1) No products (units, parts, accessories) are missing.
  - 2) No damage is found.
  - 3) The products are in their original packaging.
  - 4) No duct tape on any product or box.
  - 5) Pictures have been taken and sent to YMGI to verify the product and boxes are not damaged.
  - 6) The RGA has been completed and a copy has been returned to YMGI, via email or fax.
  - 7) YMGI has approved the request in writing.
- D. Shipping Preparation:
  - 1) Package all products in a manner that no damage can occur to the product and it is secured to a pallet.
  - 2) Take and email pictures of packed pallets for YMGI to verify proper packing and no existing damage.
  - 3) Include the YMGI approved RGA# in the shipping documents.
  - 4) YMGI reserves the right to approve or deny any shipments.
  - 5) YMGI can arrange shipping for you. YMGI will NOT pay shipping cost. If this option is chosen, a packing list and BOL will be issued to you through YMGI.
  - 6) If the above option is not chosen, you are responsible for all freight charges. YMGI will not accept items returned COD.
  - 7) Place the package in an area that is accessible to the shipping company for pickup and limits the possibility of any damage to the product. Customer must be present at the time of freight pick up.

After shipping, fax the Bill Of Lading to YMGI Group at 1-866-377-3355 or email to [customerservice@ymgigroup.com](mailto:customerservice@ymgigroup.com). Include detailed information of the freight company and their order tracking number.
- E. Freight Damage:
  - 1) YMGI Group will inspect returned items
  - 2) Claims of freight damage from a customer hired carrier will be the customer's responsibility.
  - 3) Claims of freight damage from a YMGI hired carrier will be YMGI's responsibility.
- F. Charges for Your Return:
  - 1) A restocking charge of 25% creditable invoice value.
  - 2) All return shipping fees.
  - 3) Additional fees will be charged if products are found to be damaged, missing or used.
  - 4) YMGI will notify the distributor of the charges after the inspection and assessment of the returned products has been completed.

### ATTENTION

- 1. Returned products must be shipped within 7 days of YMGI's releasing of **RGA #**.
- 2. **All RGA shipping shall be prepaid by the customer. YMGI will not accept any COD freight.**



## YMGI GROUP DISCLAIMER #1:

YMGI Group will NOT accept any return, or may not honor 100% credit for any return of Product(s)/Part(s)/Accessories, in any of the following cases:

- Return requests made 30 or more days after the date of original sales shipping from YMGI Group warehouse.
- Return shipment is initiated 8 days or more after the RGA is approved.
- Returned products received not displaying an YMGI-approved valid **RGA #**.
- Returned products received C.O.D.
- Returned products not received in the original packaging.
- Returned products received with unrepairable packaging, including duct tape or marks on units or carton boxes.
- Returned products received with missing units/parts/accessories.
- Returned products received, that are found to be non-functioning or damaged.

## YMGI GROUP DISCLAIMER #2:

- YMGI Group will not be responsible for any losses of returned unit(s)/part(s)/accessories in transition to YMGI Group warehouse.
- YMGI Group RGA is valid for seven (7) days from the original issuing date. Returns will not be accepted, if shipping is made 8 or more days after the YMGI Group RGA is issued.

## DEFECTIVE UNITS, PARTS, ACCESSORIES - REPAIR OR REPLACEMENT

Of the thousands of units sold each year, there may be the rare instance when a product does not operate correctly. Reasons can be, but are not limited to: **manufacturing, installation, operation, maintenance and knowledge of operator**.

Equipment failure does not automatically indicate a manufacturing product defect. Defects can be caused, during production, transportation, installation, operation, maintenance, or service. Defects may NOT be the responsibility of the manufacturer. Nobody willfully or intentionally produces a defective product. No determination shall be made until the technical issue(s) or the causes of the defect(s) are identified.

Defects may be found before or during installation, or while operating the unit. Defects can be blown fuse(s), defective control board(s), damaged remote controls, missing or loose screws, etc. These kinds of defective parts can be easily replaced.

Some functions of our units are different from typical or traditional split type air conditioning and heat pump systems made by other manufacturers. These are not defects. Take some time to learn about the functions of your unit. We will be happy to assist you with any questions you may have concerning the functions of your new unit.

If a defect is found, whether at the original installation, or during normal operation, we will gladly help you in the following steps in sequence from 1 to 3:

1. **Part repair or replacement after trouble-shooting:** This is the most common, easiest, and most economical solution for all parties, since the problem, and parts needs can be accurately and completely identified.
  - Have your technician call our technical support line, from the installation site, after inspecting the units and getting all the required information ready.
  - By phone or email, our technical support will go through several steps with your technician to help identify and resolve the problem(s). Usually wiring correction, piping correction, part repair/ replacement will resolve any issue.
  - Your technician will need to confirm and verify the problem(s) before YMGI can ship out any replacement part(s). Inaccurate or incomplete troubleshooting or part replacement will delay the repair. YMGI technical support will only speak with a licensed/certified technician in regards to the repair of your unit. This saves time and money for all parties involved.

Your technician is the only person that can perform any physical checking, trouble-shooting and replacement of any defective part(s) for your unit(s). Our factory technical support is just a help. **YMGI provides no labor warranty on products.**





## 2. Unit/part repair at our Workshop:

Due to the limitations of our technical support not being able to visit your job site, or your technician's level of experience with our products, issues with your unit may not be resolved as quickly as would be desired. If the problem is still not resolved after attempts have been made by your technician and our technical support, you can elect to have the unit repaired at our facility.

### If this step is chosen:

- 1) YMGI will send to you the **Customer Request to Ship Products to YMGI Service Center for Inspection and Repair, and Authorization to Charge** form.
- 2) Review the form and fill all fields appropriately, sign and send back to the YMGI Group.
- 3) Once the form has been completed and sent back to YMGI, remove the units and ship them back to YMGI.

Please make notes describing the exact problem and technician communication history. Our technicians will inspect the unit(s) and find any issue(s), repair the problem(s), then ship the unit back to you following the conditions specified in the signed repair agreement. All unit removal and re-installation is done at your cost and must be done by a currently valid licensed HVAC technician.

## 3. Unit replacement:

Only applies to defects reported within 30 days of original purchase date, and if all required warranty paperwork had been received and approved. This option is only applicable if the above steps cannot resolve the unit's issue(s). Either indoor or outdoor unit replacement is available, based on actual need, and at YMGI's determination. **This option is only considered as a last resort**, due to refrigerant and wiring considerations. All unit removal, re-installation and shipping cost are the responsibility of the customer. YMGI maintains the final authority as to unit replacement. Replacement will be made with the same model only. Alternate units will be treated as a new order.

## 4. Returning Replaced Defective Units/Parts/Accessories After Unit Repair:

(Only applies to steps 1&3 above)

- 1) Repack the replaced unit/ part /accessory in the box that contained the replacement part.
- 2) Parts can be boxed for UPS, FedEx or equivalent ground service. Units shall be secured onto the skid on which the replacement was shipped after placing into the package from the replacement product.
- 3) Ship **all** replaced products to YMGI-designated address. You will be charged if YMGI does not receive the replaced parts.

Standard factory warranty does not cover the cost of materials and/or labor that are incurred at your site.

## CUSTOMER SERVICE / TECHNICAL SUPPORT FROM YMGI GROUP

For questions or help with your unit, first contact the original installer or service provider.

YMGI Group does not install nor service your unit. Your installer or service provider must inspect the unit prior to contacting YMGI Group from your jobsite, in order to receive help in an efficient and timely manner.

- Factory customer service at [customerservice@ymgigroup.com](mailto:customerservice@ymgigroup.com) Tel: 1-866-833-3138x704
- Factory technical support at [techsp@ymgigroup.com](mailto:techsp@ymgigroup.com) Tel: 866-833-3138x703
- Fax: 1-866-377-3355

An "YMGI Group Customer Service/Technical Support Daily Log Sheet" will be filed at our office, for effective communication between you, your technician and YMGI Group customer service and technical support. Before contacting YMGI Group, locate the IP# at the top of your warranty registration form. Use this IP# whenever you contact YMGI Group.

## DISTRIBUTOR AND MANUFACTURER POLICIES

- All questions concerning sales or monetary transactions should be directed to the sales distributor from which you purchased the units.
- Read and follow all policies set forth from the distributor from which you purchased your unit.
- Upon purchase and installation of the unit(s), you agree to be bound by all policies published by both distributors and YMGI.
- YMGI Group is the final authority and supersedes other related parties (distributors, etc.) concerning all policies regarding YMGI products.



**YMGI GROUP**

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