

Midea Residential Products Limited Warranty

Puerto Rico

Oldach Associates LLC, exclusive distributor of Midea residential, commercial and industrial HVAC products in Puerto Rico, honors the following Midea product series of Residential Air Conditioning Systems sold through Oldach Associates LLC sales channels and sales partners in Puerto Rico as detailed below:

Midea Mission Xtreme - 7 Years Compressor / 5 Years Parts (1 Year Indoor & Outdoor Coil Panel / 90 days Remote Control)

Midea Mission Pro / Mission Ultra - 7 Years Compressor / 5 Years Parts (1 Year Indoor & Outdoor Coil Panel / 90 days Remote Control)

Midea Window Air Conditioners - 5 Years Compressor / 1 Year Parts (90 days Remote Control)

Midea PTAC / Wall Pack - 5 Years Compressor / 1 Year Parts (1 Year Indoor & Outdoor Coil Panel / 90 days Remote Control)

Midea Ceiling & Floor Non-Inverter - 5 Years Compressor / 1 Year Parts (1 Year Indoor & Outdoor Coil Panel / 90 days Remote Control)

Midea Ceiling & Floor Inverter (Top Discharge) - 5 Years Compressor / 1 Year Parts (1 Year Indoor & Outdoor Coil Panel / 90 days Remote Control)

Midea Ceiling & Floor Inverter (Single fan / Dual Fan) - 5 Years Compressor / 5 Year Parts (1 Year Indoor & Outdoor Coil Panel / 90 days Remote Control)

LIMITATIONS WITHIN THE LIMITED WARRANTY PERIOD

The warranty period applies to Midea residential products as outlined above and is only applicable to equipment malfunctions caused by manufacturing defects that have been properly certified by a qualified HVAC service technician and does not apply to product failures caused by misuse of the AC system as a whole. In addition, the warranty period does not cover operational failures caused by poor or improper system maintenance as may be required, abusive use of the equipment, events that may occur within the installation area or events within the electrical supply that may affect the operational status of the equipment, improper or inadequate use of energy sources not intended for the use and operation of the AC equipment, to include external portable or static AC generators, solar AC generators, non-authorized repairs or adjustments performed to the AC system by unauthorized or unqualified service personnel (to include actual owner of the AC system or equipment installed), unauthorized parts exchanges, operational AC system fault(s) caused by the removal or re-installation of the AC system itself, performed without an authorized service technician present or on-location.

Additionally, the limited warranty period does not cover internal or external damages caused by exposure to cleaning solutions, voltage fluctuations, corrosion, the introduction of sand into any of the internal or external electrical or mechanical components, internal or external damages caused by acts of nature such as, but not limited to: Storms or electrical storms, hurricanes or hurricane winds, fires of any nature, flooding by rain, exposure to coastal salt water or faults that may occur during normal operation due to the nature of normal wear and tear that a working system is expected to endure during the operational lifespan of the unit.

LABOR WARRANTY (Excludes Oldach Associates, LLC)

An existing warranty with regards to labor is the sole responsibility of the original professional contractor/installer that performed the installation. The actual labor warranty period begins and ends with the original installer of the air conditioning system. Oldach Associates LLC, is not liable or responsible in any way for charges for the exchange of parts or monetary charges in general that pertain to outstanding labor charges declared by the professional contractor/installer as labor charges applicable to the current owner of the AC system being serviced, to include cleaning and/or general maintenance performed on the AC system.

END-USER'S RESPONSIBILITY WHEN REQUESTING WARRANTY SERVICE

When requesting services within the warranty period, the end-user must contact the HVAC service provider that originally performed the installation of the AC system and provide proof of purchase documentation that validates the warranty period. If the product is no longer within the warranty period, the end-user at his expense, may contact a qualified and certified HVAC service provider of his choice to perform the service duties that may be required.

Freight charges apply for parts under warranty after the first year of the original installation of the AC system.

CONTACT US

Please use the following contact information below. It is our pleasure to serve you.

OLDACH – Headquarters

Main: 787-641-2420

Email: customer.service@oldachpr.com

OLDACH – Service Center

Main: 787-474-5370

Email: piezas.garantias@oldachpr.com