

Explanation of Upgraded RGF Warranty Policy for Wholesale Locations, Effective June 1, 2013

New Guardian Air HVAC PHI[®] & REME[®] In-Duct products now have a five (5) year limited warranty on the ballasts and a two (2) year limited warranty on the PHI[®] and REME[®] cells. If a unit or cell is found to be defective within the first 2 years, RGF will offer direct over-the-counter replacements.

For proper warranty replacement from RGF Environmental Group in the first two years of the warranty period for an over-the-counter exchange, the following steps must be adhered to:

- 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 and bring the entire defective model back to the wholesaler, including power cord and transformer (as provided by manufacturer).
- 3.) The wholesaler should verify that the product is covered under warranty and that it is defective. If there is any question about the warranty period on a unit, please call RGF and have the warranty period verified. *NOTE: See below for proper procedure on checking a unit for proper operation.*
- 4.) If the unit is covered under warranty and found to be defective, the wholesaler can make the over-the-counter exchange and fill out the RGF Warranty Request Form completely; i.e., including serial number of defective unit, serial number of over-the-counter replacement, model number, contractor info, **email address** and a brief description of the failure.
- 5.) The completed Warranty Request Form should then be emailed to RGF at (warranty@rgf.com) where we will verify the serial number and the warranty period. If valid, RGF will then email back a Returned Merchandise Authorization Number (RMA). Note: if necessary, faxes are also accepted but not preferred.
- 6.) Defective units should be replaced over-the-counter at the branch level. All appropriate warranty paperwork needs to be filled out.
- 7.) Once the warranty request is received and verified, a new product will be sent back to the wholesaler to replace the one given over-the-counter.

Warranty coverage on units given out as over the counter replacements

If a unit has been replaced under warranty, the replacement unit given over-the-counter does not have a new five (5) year warranty. Replacement units will be covered by the original five (5) year warranty based on the original installation date only. Every replacement unit given out will be tracked internally at RGF by serial number and tied to the original installation date. We suggest that wholesalers also track these units by serial number so they can also quickly determine if a unit is covered under warranty. ***If there is any doubt if a unit is covered under warranty, please contact RGF and obtain a RMA number ahead of time.***

Warranty coverage on new cells

New replacement purchased cells will have a two (2) year warranty. Like the units, these will also have ID numbers for tracking purposes. Cells that are sold separately should be recorded in the same way as units. **All new replacement cells warranty claims have to be submitted with a copy of the proof of purchase/invoice.**

Units incorrectly given out over-the-counter or not defective

RGF will not be responsible for units given out over-the-counter incorrectly. If a wholesaler gives a unit out over-the-counter before obtaining a RMA and the unit is not covered under warranty, no replacement will be issued. If a unit is found to be in working condition, then that unit will be sent back to the wholesaler.

Checking a Guardian Air PHI® or REME® unit for proper operation

Note: This step is not a mandatory procedure, but it is offered and recommended to ensure the wholesaler is protected. As noted above, RGF will not provide new product for an exchanged item that is found to be in working condition.

Within two (2) years of purchase follow these steps:

1. Ensure a suitable (known to be functioning properly) power supply is available to provide the proper voltage and current to the unit being tested. Ensure correct power type is being used to provide test power to the unit in question. Wholesalers may use the provided power supply in the proposed new replacement unit's box, or an off-the-shelf transformer, if not included. If required, feel free to contact RGF for assistance in procuring this item.
2. *CAUTION: These units emit UV radiation.* During testing any exposed skin needs to be covered and safety glasses worn. A simple test fixture that will contain much of the emitted UV can be made by cutting a round hole (~2-1/2") into a suitable sized cardboard box and then inserting the unit cell portion into the hole during the verification test. Testing in this configuration will help limit UV exposure.
3. Apply power to unit, if the cell and LED indicator illuminates, then the unit is working properly. If the unit was supplied with a separate power supply, plug this supply into unit and apply power to see if unit still illuminates. If any of these steps fail to illuminate the unit, it may be exchanged for replacement.
4. Fill out the provided RMA completely and submit to RGF for unit replacement.

Note: In most situations, to save shipping cost, the wholesaler may properly dispose of the exchanged unit without sending it back to RGF for evaluation. In situations where there becomes a discernable pattern of returns that are questionable, RGF reserves the right to request and receive the warranted units prior to issuing a replacement. In such cases, RGF will notify wholesaler of this request and change in procedure.

After two (2) years of purchase (up to Five (5) years from original purchase date) follow these steps:

5. Repeat steps 1-3 of above. If unit does not illuminate, please check to ensure proper cell function (as cell is no longer in warranty period).
6. Remove the four (4) ballast cover retaining screws (located on back side of mounting plate). If required, scrape the used gasket material from the round cover to expose the retainer screw locations.
7. Once screws are removed, separate the plastic ballast cover from the unit mounting plate, and unplug the four-pin ballast connector from the cell.
8. Using a verified operational replacement cell (from stock or one set aside just for testing), plug the returned units ballast into the four-pin plug of the operational cell (contact RGF if sourcing this item is required).
9. Once connected, ensure above step 2 is complete (UV precautions are in place), energize the unit. If cell illuminates the unit is still operational, but requires the purchase of a new cell. If it does not illuminate, it is defective. Fill out the RMA sheet and ship back to RGF for evaluation and repair.
10. For quick release units just turn the ballast cover (dome) to the left and pull out unit from the ducts then repeat steps 8 and 9. **Remember to unplug the unit first.**

Units covered under this policy include:

REME-H

QRP-5

QRP-9

QRP-14

REME-HVAC-305

REME-HVAC-305-HO

REME-HVAC-305-24V

HVAC-PHI-118-GA-VSF

HVAC-PHI-212-GA

HVAC-PHI-212HO-GA

HVAC-PHI-357-GA

HVAC-PHI-357HO-GA

HVAC-PHI-118-GA-VSF-24V

HVAC-PHI-212-GA-24V

HVAC-PHI-357-GA-24V

Non-Duct-Mounted

Units:

For all other non-duct mounted product warranties please refer to our website at www.rgf.com. Should one of those units fail, they must obtain an RMA and instructions on how to handle the defective unit from RGF.