



End User Procedure:

If there is an operational problem with an AmcorAire ductless mini-split unit by Pridiom please follow these steps:

1. Call an HVAC professional who can come out and inspect the unit. (Tech Service can not help the end user.) The first choice should be the installing contractor. Many times they will come out Free of Charge during the first year. Be aware that there may be a service fee or diagnostic charge especially if a different contractor is called. **THIS CHARGE IS NOT COVERED BY AMCOR'S WARRANTY.**
2. If the contractor needs assistance in diagnosing or troubleshooting the problem they should call Technical Support at Pridiom. Make sure the contractor is the one that makes the call from the job site. There may be questions that only the contractor can answer, he may also need to do tests on the equipment and convey the results to our Service Department. If the contractor calls ahead of time he may also schedule a call time with Technical Support.
3. If a part is required to make the repair it will be shipped directly to the contractor free of charge during the first three years, five years for compressor. Note that any labor payments for defective parts are made directly to the contractor not the end user. See Limited Labor policy for more details. Pridiom Group does not cover labor for units sold by Amcor Inc. (units purchased prior to October 1, 2009).