

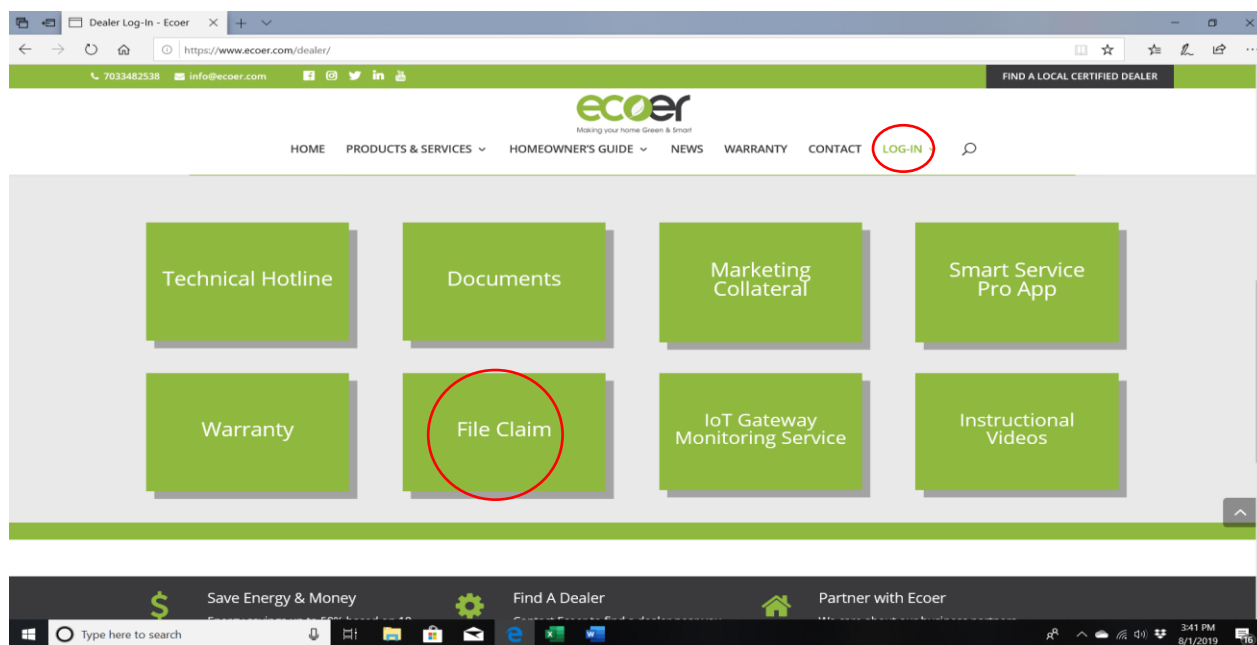
Warranty Process

Step 1:

Contractor must call **Technical Support Number 1-855-598-4093** or email support@ecoer.com while at the jobsite to determine issue. Technical Support will be able to help determine issue by using the IoT Gateway data if available. If deemed a warranty claim, you will receive an RMA number to give to your distributor.

Step 2:

Distributor should log onto Ecoer website www.ecoer.com, and select **File Claim** under Distributor Log-In section. Fill out Dealer/Distributor/Homeowner information and follow the prompts to submit. Please provide the RMA number that the contractor received from Technical Support to process the claim.



Step 3:

For most warranty claims involving specified parts (ie. **PC Board, Motors, Compressor, Coils, TXV**), the part **must be brought back to the distributor** you purchased the Ecoer unit from. Distributors must send part back to Ecoer Inc. for testing and to receive full credit unless instructed otherwise by Ecoer.