Warranty Process

Step 1:

The contractor must call the Ecoer **Technical Support Number 1-855-598-4093** or email support@ecoer.com while at the jobsite to determine the issue. Technical Support will be able to help determine issue by using the IoT Gateway data if one was installed, or by phone if not. If deemed a warranty claim, you will receive a ticket number to give to your distributor and the approval to proceed under warranty.

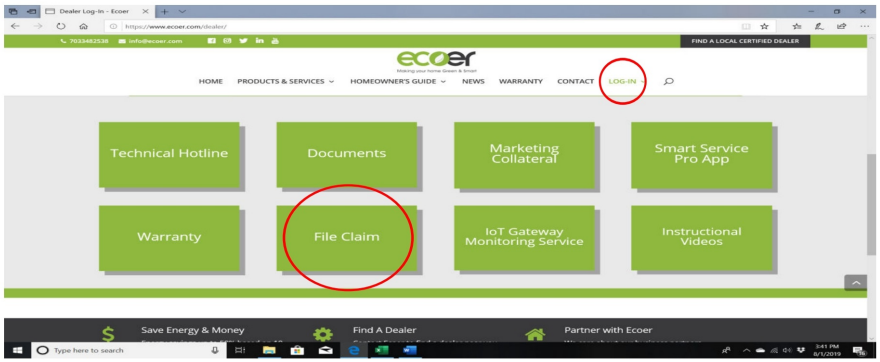
•To trouble shoot an issue, the contractor must be at the jobsite. In some cases the contractor will have to return to complete the troubleshooting/perform other necessary tests before a claim is approved.

•If a claim is approved, we ask that the contractor check with their distributor for local parts availability. If it is not available locally, we will arrange shipment either directly to the contractor, or to the distributor.

•We will need you to specify where to ship it, and your contact at the distributor if you prefer to ship it to their warehouse, so tech support can notify them of the shipment.

Step 2:

If a warranty part is supplied by the Distributor, we ask that our distributors log onto the Ecoer website at www.ecoer.com , and select **File Claim** within the Distributor Log-In section. Fill out the Dealer/ Distributor/Homeowner information and follow the prompts to submit. Please provide the Warranty claim number that the contractor received from Technical Support to process the claim. Ecoer Tech Support will be in contact with the distributor to determine if a part replacement or credit is needed. All the information must be provided, including the ticket number, customer information, contractor information, serial numbers, etc.



Notes:

1. 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.
2. If a claim is not initiated and approved by Ecoer Tech support, we cannot issue a credit.
3. The only entity that can issue warranty ticket numbers, is Ecoer Tech Support. Please do not call Ecoer sales reps to acquire a claim/ticket number.

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