



# Innovative Dehumidifier Systems Whole House Dehumidifier Warranty

*All warranty benefits apply to the original owner only. Warranty cannot be transferred or assigned.*

**5 YEARS (FROM DATE OF PURCHASE):** Innovative Dehumidifier Systems (IDS) warrants the dehumidifier will operate free of defects in workmanship and materials. At its discretion, IDS will repair or replace any malfunctioning components, free of charge (excluding transportation costs)

**CUSTOMER RESPONSIBILITIES:** In order to take advantage of the warranty service, the customer must do the following:

1. Customer must provide normal care and maintenance (including, but not limited to cleaning filters, coils and pumps).
2. Removal and re-installation of unit is the sole responsibility of owner.
3. If customer cannot return unit to certified repair center, all costs associated with freight shipment are borne by the customer. In addition, all ancillary charges related to freight shipments, including but not limited to palletizing, wrapping, labeling, and pickup are associated with customer.
4. If shipped, customer is responsible for all risk of loss or damage.

## **WARRANTY PROCEDURE:**

1. Customer must mail in warranty registration card to IDS. If no card is submitted, warranty period will begin the day the shipment left the warehouse. Please be sure to record serial # and date of installation in the spaces provided on page 3 of the manual. You will need this information to receive an Return Authorization (RA) number.
2. If warranty service is necessary, customer must contact IDS' customer service support at 910-660-0962 to receive a RA number.
3. Once an RA has been issued, it is the customer's job to bring the unit to a certified repair center. If this is not an option, shipping will be arranged to bring the unit back to our service warehouse (at the expense of the customer).
4. After the unit has been received, an initial inspection will be completed, if it is determined to be an invalid warranty claim (see exclusions listed in the manual), unit repair will only be completed after receiving payment from customer for all associated costs.
5. If unit is defective, the necessary parts will be repaired or replaced and the unit will be available for pickup at certified repair center or returned via freight shipment (at customer's expense). Keep in mind that work is only done during normal working hours. After being repaired, all units are required to go through a rigorous testing process prior to being returned to customer.
6. Once a part is repaired and the dehumidifier is returned, the original warranty period still applies (no extensions).



## **EXCLUSIONS:**

### **DAMAGE DUE TO THE FOLLOWING IS NOT COVERED UNDER WARRANTY**

**1. ACTS OF NATURE- INCLUDING BUT NOT LIMITED TO:**

- FLOODING
- FIRE
- WATER DAMAGE
- HURRICANE/STORM DAMAGE

**2. IMPROPER USAGE- INCLUDING BUT NOT LIMITED TO:**

- POOL/SPA/TUB APPLICATIONS
- MISUSE, ABUSE, OR TAMPERING WHETHER INTENTIONAL OR ACCIDENTAL
- IMPROPER INSTALLATION OR DESIGN
- IMPROPER VOLTAGE
- LACK OF NORMAL CARE
- FAILURE TO FOLLOW INSTRUCTIONS
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**3. CORROSION**

**4. FREEZING**

**5. ANY ADDITIONAL COSTS DUE TO CHANGES IN LAWS OR BUILDING CODES**

**6. FREIGHT CHARGES**

**7. ANY COSTS DUE TO LOST PROFIT OR DELAY**

**8. DAMAGE TO PROPERTY**

**9. CAUSE BEYOND CONTROL**

**10. CONSUMABLE PARTS, INCLUDING BUT NOT LIMITED TO:**

- FILTERS
- BATTERIES
- POWER CORDS
- VALVES
- SWITCHES
- RUBBER PARTS

**11. APPLICABLE LAW AND VENUE**

ALL ASPECTS OF THIS AGREEMENT SHALL BE INTERPRETED BY AND UNDER THE LAWS OF THE STATE OF NORTH CAROLINA. ANY LITIGATION, ENFORCEMENT OF ARBITRATION, OR LITIGATION RELATED TO SHALL BE BROUGHT IN THE APPROPRIATE COURT IN NEW HANOVER COUNTY, NORTH CAROLINA.

**12. DIRECT, INDIRECT, COLLATERAL OR INCONSEQUENTIAL DAMAGES OF ANY KIND**

THE WARRANTIES AND LIABILITIES SET FORTH ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, IN LAW OR IN FACT, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE. IDS' TOTAL LIABILITY, REGARDLESS OF NATURE OF CLAIM SHALL NOT EXCEED ORIGINAL PURCHASE PRICE OF THE PRODUCT. IF A PRODUCT OR COMPONENT IS REPLACED WHILE UNDER WARRANTY, THE APPLICABLE WARRANTY PERIOD SHALL NOT BE EXTENDED BEYOND THE ORIGINAL WARRANTY TIME PERIOD.

THE FOREGOING SHALL CONSTITUTE THE TOTAL LIABILITY OF SELLER IN THE CASE OF DEFECTIVE PERFORMANCE OF ALL OR ANY OF THE EQUIPMENT OR SERVICES PROVIDED TO BUYER. BUYER AGREES TO ACCEPT AND HEREBY ACCEPTS THE FOREGOING AS THE SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OR ALLEGED BREACH OF WARRANTY BY SELLER.

ANY DISHONESTY OR FRAUD IN CONNECTION WITH IDS WARRANTY THOROUGHLY VOIDS ALL WARRANTY POLICIES. IDS EXPRESSLY RESERVES THE RIGHT TO PURSUE LEGAL ACTION IN THE EVENT OF DISHONESTY, FRAUD, OR ATTEMPTED FRAUD.

