

# Warranty



## Warranty Impact From EasyStart™

Both Dometic and Coleman/Airxcel use the EasyStart™ in select OEM applications, none of which involves their respective domestic 115V rooftop A/Cs. Dometic builds EasyStart™ into a truck A/C and into a special marine A/C for the US Coast Guard, and Coleman built it into a 240V/50Hz rooftop that they manufactured for Jayco in Australia a few years back.

But, if you call into either manufacturer's rooftop factory customer service, both teams will tell you over the phone that your warranty will likely be voided if you install any soft start device or even an aftermarket hard start kit.

## EasyStart™ Better Protects the Compressor than Either Manufacturer's Factory Configuration

After EasyStart™ has completed the start-up sequence, it continues to monitor your compressor for 5 different diagnostic fault conditions throughout steady-state operation. Therefore, the chances of an EasyStart™ causing irreparable damage to the A/C are close to zero. In fact, installing an EasyStart™ substantially reduces the likelihood of damage to your compressor from any harmful external AC power, operational, or environmental conditions. Any failure of the EasyStart™ of course Micro-Air would work with the customer to diagnose and replace under its warranty, if necessary.

If, however the A/C has some other sort of failure unrelated to EasyStart™, like a refrigerant leak or a failure of another component like the fan motor, thermostat, or control board, some additional diagnosis and troubleshooting should be able to determine this with high certainty. At that point, if the customer wanted to submit the system for a warranty claim back to its manufacturer, then they could legitimately remove the EasyStart™ and send the unit in under warranty.

Micro-Air would only recommend this if it were the honest thing to do. If there was any doubt that the A/C system failure was due to the EasyStart™, we would advise the customer otherwise and work with them to get it repaired or replaced.

Bottom line, we at Micro-Air certainly want all customers to be comfortable and confident in their decision to purchase and install an EasyStart™. So, if a customer or his/her installer does not want to perform any diagnosis on their A/C during its warranty period if something were to malfunction, and would rather simply submit it for warranty replacement, then Micro-Air would not recommend that this customer install EasyStart™.

Alternately, if a customer or installer is willing to diagnosis any malfunctions that may occur during the A/C's warranty period, Micro-Air will provide complimentary technical support to help determine the root cause and corrective action. This customer can then enjoy the benefits of EasyStart™ with confidence.

**We strongly believe in our EasyStart™ product. We'll stand behind it and go the extra mile to help any customer or dealer determine whether the EasyStart™ is the cause of any sort of system malfunction during the warranty period.**



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