AIO® Terms and Conditions

Ten Year Limited Warranty



ephoca

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AHRI Standard 210/240

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AIO® UNIT 10-YEAR LIMITED WARRANTY

When requesting service, have the model and serial number from your unit readily available. Having the serial number will enable us to serve you and resolve the problem quickly.

In the event that your AIO® unit needs servicing, contact the representative from whom you purchased the unit. If you purchased the unit directly from Ephoca or can not reach your representative, contact Ephoca Support at VIP@ephoca.com or 212-268-4333.

To obtain the longest, most comprehensive coverage and ensure your units are installed correctly, you must have your installation inspected by an Ephoca-certified technician or complete the self-certification process. Before installing and using the system, discuss this process with your salesperson.

Even if you have fewer than ten units and are only eligible for a parts warranty, it is still a good idea to complete the certification process because it will assure you that your unit(s) are installed correctly and eliminate installation-related problems that can cause your unit to fail.

Labor for warranty parts is only covered for installations that have at least 10 units, that have spare stock, and are certified by an Epocha Technician or complete the self-certification process.

Ephoca will not reimburse any third-party invoice without written pre-authorization, and a third party may perform no warranty work unless Ephoca has approved the price in advance. Where a labor warranty applies, if Ephoca does not send a technician and cannot locate one in the area, we will reimburse market rates during standard hours, provided there is written pre-authorization.

DISCLAIMER

All installation, operation, and maintenance instructions provided in the relevant Ephoca documentation must be followed.

Any deviation from Ephoca's published requirements, recommendations, or procedures may result in the warranty being void or limited.

Ephoca is not responsible for performance issues or failures resulting from improper installation, balancing, or non-compliance with this manual.

CONTENTS

1. OVERVIEW..... 4
2. BASIC WARRANTY COVERAGE SUMMARY..... 4
3. OPTIONAL EXTENDED WARRANTY COVERAGE SUMMARY..... 4
4. AIO® CONTROLLER AND GATEWAY WARRANTY..... 5
5. VALIDATION REQUIREMENTS..... 5
6. LABOR WARRANTY..... 5
7. EXCLUSIONS AND LIMITATIONS..... 6
8. WARRANTY CLAIMS..... 6
9. LIMITATION OF REMEDIES AND LEGAL RIGHTS..... 6
    9.1 Exclusions and Limitations..... 6

1. OVERVIEW

This Limited Warranty applies to AIO® Series Heat Pumps purchased and installed within the Continental United States. Ephoca, Inc. ("Ephoca") warrants its products against defects in materials or workmanship under normal residential or commercial use, subject to the terms and conditions below. This warranty is valid only for units installed at their original location and operated according to the provided user manual.

The warranty period begins on the date of installation and certification.

2. BASIC WARRANTY COVERAGE SUMMARY

Warranty coverage depends on the number of units, installation certification, and compliance with maintenance and stocking requirements. The following coverage applies:

1. **Parts Warranty:** 5 years from the date of certification and approval by Ephoca.
2. **Compressor Warranty:** 10 years from the date of certification and approval by Ephoca.
3. **Labor Warranty:** 2 years from the date of certification and approval by Ephoca, only if the following three conditions are met:
    a. At least 10 units are installed at the location
    b. The system is self-certified or field-certified by an Ephoca technician.
    c. The site maintains spare stock equal to 3% of total units (minimum of 5 units).

3. OPTIONAL EXTENDED WARRANTY COVERAGE SUMMARY

Extended warranties must be purchased directly from Ephoca within 90 days of installation.

1. **Additional 2-Year Parts & Labor Warranty:** Extends the basic coverage to 4 years labor and 7 years parts.
2. **Extended 10-Year Parts Warranty:** Extends parts coverage to 10 years total.
3. **Extended 5-Year Full Warranty:** Extends full parts and labor coverage to 5 years total.
4. **Extended 10-Year Full Warranty:** Provides a 10-year full warranty on parts, labor, and compressor.
5. **Extended 15-Year Full Warranty:** Provides a 15-year full warranty on parts, labor, and compressor.

4. AIO® CONTROLLER AND GATEWAY WARRANTY

AIO® Controllers and gateways carry a two-year warranty.

5. VALIDATION REQUIREMENTS

To validate this warranty, the following conditions must be met:

1. The installer must complete training by an Ephoca-certified trainer, either in the field or at the Ephoca showroom.
2. The system is installed in accordance with local codes and Ephoca guidelines.
3. Only approved louvers and grilles are used.
4. A professional air balancing company has performed air balancing.

   Units that are not air balanced, or not balanced in accordance with Ephoca requirements, may not be eligible for warranty claims.

   Ephoca reserves the right to request the air balancing report as part of any warranty evaluation.
5. Self-certification has been submitted and approved 30 days after installation.
6. The unit is properly sized for the intended space.
7. The order is fully paid.
8. The unit is operated and maintained as specified, including:
   a. Cleaning filters every month
   b. Professional coil cleaning every 18 months
   c. No splicing of low-voltage wires

6. LABOR WARRANTY

For certified installations meeting the criteria in Section 2, Ephoca will provide on-site labor at no charge for the first two years following certification. This includes diagnosing and replacing defective parts but excludes the removal/reinstallation of hardwired units without quick disconnects. If no Ephoca technician is available in the service location, Ephoca will coordinate with a local contractor. Ephoca will cover costs for labor if pre-approved. If repair is not feasible, a factory-recertified replacement unit will be provided, and shipping will be covered.

7. EXCLUSIONS AND LIMITATIONS

This warranty does not cover:

1. Installation, controls setup, or user adjustments
2. Cosmetic damage, plastic or metal casing
3. Filters, fuses, breakers, wiring, or plumbing
4. Failures due to improper installation, poor maintenance, environmental contaminants, humidity >65%, or corrosive chemicals,
5. Damage from ongoing construction, natural disasters, acts of God, power issues, power failures, or tampered serial numbers.\
6. Damage, malfunction, or performance issues resulting from improper or poor-quality electrical supply, including but not limited to voltage fluctuation, phase imbalance, harmonic distortion, electrical noise, transient spikes, or other conditions commonly referred to as 'dirty power'.
7. Removal of units from inaccessible spaces
8. Correction of improper installation
9. Costs to refill, replace, or dispose of refrigerant
10. Any consequential, incidental, or indirect damages, including loss of use, income, or property damage

8. WARRANTY CLAIMS

All warranty claims must be submitted through a tech ticket to Ephoca Support at VIP@ephoca.com or 212-268-4333. All service work must be pre-approved.

9. LIMITATION OF REMEDIES AND LEGAL RIGHTS

THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT, AS DETERMINED BY EPHOCA. THIS WARRANTY IS IN PLACE OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES ABOVE UNLESS OTHERWISE REQUIRED BY LAW.
EPHOCA SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OR FAILURE OF THE PRODUCT.

Some states do not allow limitations on implied warranties or exclusion of incidental damages, so these limitations may not apply to you. This warranty grants you specific legal rights, and you may also have other rights that vary by state.

9.1 Exclusions and Limitations

The above-noted warranty shall not cover:

- Any damage resulting from improper voltage supplied to the AIO® unit.
- Damage to a controller or gateway where there is a corrosive atmosphere containing any damaging chemical, such as chlorine or fluorine.
- Failure of the controller or gateway due to acts of God, natural disasters, power failures, interruptions, brownouts or power spikes, or due to incorrect, inadequate electrical service, or failure of Internet services or home networks.
- Damages or personal injury caused directly or indirectly by failure or malfunction of the controller or gateway as a result of any cause, including natural disasters, accidents, misuse, improper wiring, or installation.
- Any damage resulting from improper or poor-quality electrical supply to the AIO® unit, including voltage fluctuation, phase imbalance, harmonic distortion, electrical noise, transient spikes, or similar conditions ('dirty power').

With over 20 years of experience in the climate comfort sector, we have a clear goal: growth through innovation. Our team is laser-focused on the conception, development, and production of innovative heating, ventilation, and air conditioning solutions. This mission has developed through bringing together technical skills, creativity, technology, design, Italian passion, and a global vision to achieve the best energy efficiency and performance.

Ephoca is the US subsidiary of Innova SRL -
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MADE IN ITALY

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Revised August 20, 2026
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