

## **INFINIGUARD® Standard Warranty – HVAC Heat Exchanger Coils**

INFINIGUARD Global, Inc. (INFINIGUARD) and its affiliates warrant INFINIGUARD® HVAC coatings to be free of defects in material and workmanship for five (5) years from the date of application of INFINIGUARD® as long as:

1. Application is completed by an INFINIGUARD® certified applicator following the guidelines set forth by INFINIGUARD on new treated equipment that has yet to be installed, or new equipment that has been treated with INFINIGUARD® within 30 days of being delivered to the installation site.
2. The protected equipment is registered by an INFINIGUARD® certified applicator using the INFINIGUARD® Maintenance Tracker mobile application within the first 30 days of protected equipment startup or being placed into service.
3. The INFINIGUARD® protected HVAC equipment is visually inspected, serviced and cleaned following the INFINIGUARD maintenance and reporting guidelines every four months (cannot exceed 120 days between cleanings). For INFINIGUARD® protected HVAC units installed in extreme environments, it may be necessary to increase the frequency of maintenance up to every 30 days depending on the intensity and/or combination of environmental and corrosion factors at the site. Locations considered extreme environments are outlined in the “INFINIGUARD® Protection for HVAC units in Extreme Environments” document included in your warranty package and downloadable from our website. The service schedule begins from the date of INFINIGUARD® application to your equipment. The equipment startup event and all maintenance events shall be recorded via the INFINIGUARD® Maintenance Tracker mobile application.
4. Cleaning of the INFINIGUARD® protected unit shall be performed with clean, fresh water following the maintenance guidelines established by INFINIGUARD. The cleaning process is outlined in the INFINIGUARD® maintenance guide – “Maintenance Procedures for INFINIGUARD® Protected Heat Exchangers and Equipment” document is included in your warranty package and downloadable from our website.

**DEVIATION FROM THE MAINTENANCE REQUIREMENTS WILL VOID THE FIVE-YEAR STANDARD WARRANTY!**

INFINIGUARD provides a five-year standard warranty on the integrity of its INFINIGUARD® HVAC coating on new heat exchanger coils. If coating failure should occur within the warranty period and it is determined to be caused by exterior corrosion, or improper application or workmanship, INFINIGUARD agrees to either repair the coating at no additional cost to the customer, or recoat affected heat exchanger coils at no cost to the customer. INFINIGUARD reserves the right to determine which of these options is the most appropriate for each particular situation.

INFINIGUARD must be notified at the first sign (within 10 calendar days) of external corrosion to the INFINIGUARD® protected heat exchanger coil. A warranty claim should be filed on the basis of considerable external corrosion throughout the heat exchanger surface, as opposed to minor cosmetic surface wear/corrosion. A claim for corrosion on electronic boards located inside electrical and control panels is not valid. Any warranty claim made as a result of internal corrosion or formicary corrosion of the coil pack tubes is not valid. Copper-to-copper heat exchangers naturally develop surface patina (oxidation), which is cosmetic in nature and does not indicate coating failure or reduced performance. Patina or discoloration on copper-copper heat exchangers is not a valid basis for a warranty claim, and copper-copper heat exchangers are excluded from warranty coverage due to their inherent material characteristics.

For widespread corrosive failure of more than 25% of the condenser heat exchanger pack surface area within the five-year period, an INFINIGUARD representative or INFINIGUARD® certified applicator shall be afforded field access to the heat exchanger and equipment to evaluate the root cause. After the evaluation is approved, INFINIGUARD agrees to either re-apply INFINIGUARD® to the affected heat exchanger coil surfaces of the equipment in question, or to apply INFINIGUARD® to a new equivalent heat exchanger coil that replaces the heat exchanger coil in question. INFINIGUARD reserves the right to choose which is the most appropriate option to remedy the claim. A claim made in the case of the end user not exercising sound judgment and not giving enough time for corrective and/or preventive measures to be taken is not valid. INFINIGUARD will not accept claims where equipment and heat exchanger have not been given proper maintenance by the end user, and corrosion on the heat exchanger has reached a point that it cannot be repaired by re-coating.

When honoring an INFINIGUARD® warranty claim, INFINIGUARD will not be responsible for any shipping, customs charges or labor costs associated with the removal, replacement and installation of compromised or replacement

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Contact INFINIGUARD Global, Inc. for all warranty claims.

info@infiniguard.com : +1-858-284-7400

www.infiniguard.com/warranty

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equipment. This warranty does not cover downtime, replacement equipment, loading, crane, refrigerant recovery, new refrigerant, oils, coolant charge, or temporary equipment rental. Warranty claims honored are one-time only per protected heat exchanger coil, and any service performed under warranty coverage will not extend the warranty period.

If the integrity of the INFINIGUARD® treated heat exchanger coil has been compromised or disrupted due to repairs or modifications on said equipment, INFINIGUARD must be notified in writing within 10 calendar days.

**REQUIREMENTS FOR ALL WARRANTY CLAIMS AND SUBMITTALS:**

1. Registration of equipment startup using INFINIGUARD® Maintenance Tracker mobile application (IMTA) at startup or within 30 days of being placed in service.
2. Active logging of maintenance visits on a four-month minimum schedule (No more than 120 days between maintenance) using IMTA. In extreme environments, maintenance service cycles may be required as frequently as every 30 days, depending on the combination of environmental and corrosion factors. See INFINIGUARD® Protection for HVAC Units in Extreme Environments for additional detail.
3. INFINIGUARD's obligation hereunder is further conditioned by INFINIGUARD's receipt of written notice, pictures of the alleged defects, and NOTIFICATION OF WARRANTY CLAIM via any of the following:
  - a. IMTA
  - b. Directly to the certified applicator's company
  - c. Email to [maintenance@infiniguard.com](mailto:maintenance@infiniguard.com)

**\*\*\*ALL WARRANTY CLAIM SUBMITTALS MUST OCCUR WITHIN TEN (10) CALENDAR DAYS OF FIRST DISCOVERY OF EXTERNAL CORROSION\*\*\***

There is NO warranty for DO-IT-YOURSELF INSTALLATIONS.

INFINIGUARD will not be held liable for any injury associated with the application of its INFINIGUARD® coating or any injuries associated with the use of its coating during or after the installation process pertaining to, but not limited to, applicators, occupants, residents, customers, contractors, or guests. The Standard Warranty does not apply to: (i) Coating failure due to physical or mechanical abuse, corrosive liquids or gases inside the system, buildup of solids in heat exchanger surfaces (dirt, sand, dust, etc.), wind driven sand, the rupture of tubing, leaks in refrigerant line or changes in exposure that are outside the design limits of the Coating as published by INFINIGUARD; (ii) copper-copper heat exchangers, which are excluded from coverage as they naturally develop cosmetic patina that is not indicative of coating failure or reduced performance; (iii) any damage to the Coating that arises from improper handling, storage, installation, abuse, misuse, or alteration of the Coating in any manner; (iv) protected equipment that has INFINIGUARD® identification tags that are destroyed, removed, or made illegible; (v) Coating damage from violence, acts of God, fire, acts of civil disorder, or war.

INFINIGUARD shall not be subject to claims, liabilities, or other obligations that might arise out of any breach of contract (including negligence) between an INFINIGUARD® certified applicator and their client or end user. This warranty shall not apply to any products that are not distributed by INFINIGUARD; such products are sold AS-IS, except if the warranties, if any, are enforceable by the respective manufacturers of such products. INFINIGUARD has no responsibility for any of its coatings that have been installed by anyone other than a certified INFINIGUARD applicator. INFINIGUARD shall not have any responsibility hereunder with respect to its or any products that have been repaired or altered without express written consent from INFINIGUARD.

Any description of the coatings, whether in writing, or made oral by INFINIGUARD or one of its affiliates, or specifications, samples, models, drawings, diagrams, or materials designed to market, sell, or identify the coatings shall not be construed to express the warranty or quantify the warranty as a point of standard unless confirmed in writing by INFINIGUARD.

The End user (the buyer) shall indemnify INFINIGUARD against any and all losses, damages, liabilities, and expenses (including, without limitation to attorney's fees and/or all other costs associated with defending action) which INFINIGUARD may incur as a result of any claim by the buyer or end user arising out of or in connection with the INFINIGUARD® coating sold hereunder and based upon product or service defects not proven to be caused solely by INFINIGUARD.

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[www.infiniguard.com/warranty](http://www.infiniguard.com/warranty)

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## **MAINTENANCE PROCEDURES FOR INFINIGUARD® COATED UNITS AND COILS**

The following maintenance procedures are recommended to preserve the life of your treated HVAC unit and ensure optimal operation efficiency of the INFINIGUARD® protected coils and equipment. It is recommended that the maintenance procedure is performed by a professional in the industry, who will have to download the INFINIGUARD® Maintenance Tracker app to register each maintenance.

**Documented routine cleaning of INFINIGUARD® Protected Coils and Equipment is required to maintain warranty coverage under the INFINIGUARD® Standard Warranty – HVAC Heat Exchanger Coils. Your Warranty Package includes instructions for maintenance registration.**

Under normal operating conditions, no more than 120 days may pass between maintenance cycles. In extreme environments, the maintenance frequency may require shorter cycles, including 60-day or 30-day intervals, in accordance with the document “INFINIGUARD® Protection for HVAC Equipment in Extreme Environments.”

**WARNING: Prior to cleaning the unit, turn off and lock out the main power switch to the unit and open all access panels.**

### **Registration of Equipment Inspection**

Registration of inspection of INFINIGUARD® coated equipment and coils is required to maintain warranty coverage. The inspection must be registered via the INFINIGUARD® Maintenance Tracker Mobile Application for heat exchange coils protected with INFINIGUARD®.

Any corrosion shall be recorded, photographed, and submitted to INFINIGUARD Global, Inc. (INFINIGUARD) via the mobile app or email at [maintenance@infiniguard.com](mailto:maintenance@infiniguard.com) within the first 10 calendar days for any warranty claims.

### **Routine Inspection and Cleaning of INFINIGUARD® protected coils and units**

Cleaning is essential to extend the life of INFINIGUARD® protected equipment and coils, and is required to maintain warranty coverage. Equipment and coil cleaning shall be part of the units' regularly scheduled maintenance procedures. Failure to clean INFINIGUARD® protected equipment and coils on a routine maintenance schedule will void the warranty.

**NOTE: Any visible signs of dirt or chlorides (white deposit) are an indication that the unit has not been cleaned satisfactorily.**

Maintenance of INFINIGUARD treated equipment consists of two steps, removal of dirt and solids from coil surface, and a clean water rinse. These steps are outlined as follows:

## 1. Removal of dirt and solids from coil surface

**This step shall be completed prior to water rinse of coils!** Surface solids or dirt should be removed from the surface prior to clean water rinse using a non-metallic brush or shop vac to prevent further restrictions of airflow.

Ideally before proceeding to the clean water rinse (Step 2), any dirt or solids that may be on the coil shall be removed with low pressure clean water from the back of the coil. This back wash can be accomplished by using a coil cleaning wand or accessing the inside of the coil and spraying low pressure clean water from the inside of the coil to remove dirt and solids from the inside-out.

If unable to remove solids from the outside facing side of the coil via back wash from the inside facing side of the coil, then the surface solids or dirt should be removed with a shop vac. In either case, the tool should be applied in the direction of the fins in order not to damage them.

**WARNING: Use of a water stream, such as a garden hose, against a surface loaded coil will drive the dirt and solids into the coil. This will make cleaning efforts more difficult & could cause air flow restrictions, even damaging the coils, and thus, voiding the warranty.**

## 2. Clean Water Rinse

A clean water rinse is required as part of the maintenance plan in order to maintain the 5 year warranty. This will help maintain the equipment operating at optimal efficiency.

When rinsing, it is very important not to use excessive pressure in order to avoid damaging the fin edges and the coating, which would void the warranty. This required maintenance activity will improve the operating efficiency of the coated heat exchange coils, and ensure the longest possible useful life of your equipment.

## 3. Cabinet Cleaning

Once you have finished cleaning the coils, you must rinse the cabinet with water, remove water, dust and/or dirt using a microfiber cloth. Make sure there are no water deposits on the cabinets and trays. Any excess should be wiped up using a microfiber cloth.

## 4. Maintenance Registration

Using the “INFINIGUARD® Maintenance Tracker” mobile application, record the maintenance event of your equipment. The taken photographs must clearly show:

1. unit plate where the model number and serial number of the equipment are legible,
2. whole equipment (clean) after maintenance has been completed.

Any questions regarding warranty claims or maintenance procedures shall be addressed to INFINIGUARD via email at [info@infiniguard.com](mailto:info@infiniguard.com) or phone at +1 (858) 284-7400.

### **INFINIGUARD® Protection for HVAC units in Extreme Environments**

All INFINIGUARD® applications performed on new HVAC equipment by an INFINIGUARD-certified applicator are guaranteed against corrosion in accordance with the INFINIGUARD® Standard Warranty. To maintain warranty coverage, proper maintenance is essential to ensure that the durability of INFINIGUARD® exceeds the service life of the treated equipment.

All maintenance must be performed using clean water only, at low pressure, and must be recorded in the INFINIGUARD® Maintenance Tracker mobile application, which can be downloaded free of charge from Google Play or the iOS App Store.

Under normal operating conditions, no more than 120 days may pass between maintenance cycles (minimum of 3 services per year). In certain environments where extreme environmental hostilities exist, the maintenance frequency must be increased. In these cases, no more than 60 days may pass between maintenance services (minimum of 6 services per year). In situations where the intensity and/or combination of environmental and corrosive factors is especially aggressive, maintenance may be required on a monthly basis (every 30 days) to preserve the coating and maintain warranty validity.

The visible accumulation of salts, dust, chemicals, grease, soot, or other deposits on the coil is a direct indicator of environmental aggressiveness. If the coil no longer appears clean and uniform before the next scheduled maintenance, the maintenance interval must be shortened, and the frequency increased as needed to keep the equipment visually clean between cycles. In practical terms: if the equipment does not look clean, it must be cleaned more frequently.

In general, the following are considered extreme environments, among others:

1. Paper factories or any of its derivatives.
2. Detergent and/or chemical cleaner factories.
3. Pesticides or fungicides factories.
4. Petroleum/oil refineries or operations associated with the fuel and gas industry.
5. Salt mines.
6. Mines.
7. Exposure to coastal areas where the unit is directly exposed to saline spray. Generally facilities less than 4 miles (6.4 km) from the coast.
8. Exposure to boiler smoke.
9. Any facility where chemicals, greases/oils or soot are expelled in the vicinity of a protected equipment.
10. Places in which units are exposed to harsh elements seasonally. These temporary events include acid rain, sargassum, etc.

INFINIGUARD® provides significant benefits in the extreme environments listed above by extending equipment service life and helping systems operate at maximum efficiency, provided that the required maintenance frequencies are followed and properly recorded in the INFINIGUARD® Maintenance Tracker.

If you have any questions regarding the maintenance frequency required to preserve your warranty, or whether your site should operate on 120-day, 60-day, or 30-day cycles, please contact [info@infiniguard.com](mailto:info@infiniguard.com).

**INFINIGUARD® MAINTENANCE TRACKER  
REGISTERING ROUTINE MAINTENANCE AND INSPECTIONS**

1. Complete INFINIGUARD® protected equipment's routine maintenance following the guidelines specified in the INFINIGUARD® Maintenance Procedures. You may find this document in [www.infiniguard.com](http://www.infiniguard.com). Use water only.
2. Open the INFINIGUARD® Maintenance Tracker mobile app on your iOS or Android device. If you have not downloaded it, you may do so for free from the iOS App Store or Google Play. Ensure to enable location services on your mobile device for maintenance registration.
3. Scan the unit's QR Code using the INFINIGUARD® Maintenance Tracker mobile app to register the maintenance event and follow the steps indicated via the mobile app.
4. You will be prompted to take 2 pictures (one of the equipment tag and another of the complete unit). First you must take a picture of the equipment tag. For the picture of the equipment tag, the model and serial number **MUST** be clearly legible.
5. Then, you must take a picture of the machine from a distance where the whole machine and surrounding can be seen. When taking a photo of the unit from a distance. Make sure to capture the whole unit.
6. Review pictures and click "Submit" to complete the registration process. If you have a claim to file click "Submit Warranty Claim" and follow the indicated steps, otherwise your maintenance registration is completed.

**For INFINIGUARD® Maintenance Tracker App Download use QR Codes below.**



Contact INFINIGUARD Global, Inc. with any questions. [info@infiniguard.com](mailto:info@infiniguard.com), +1-858-284-7400.