

# **Portable Air Conditioner**



# **AP13000W**

Owner's Manual

For more information on other great EdgeStar products on the web, go to http://www.edgestar.com

# Important Safety Information

Improper handling can cause serious damage to the appliance and/or to the user. Please read the following safety information.

#### **Electrical Safety**

- This unit is designed for indoor use only.
- Do not use the unit in extremely humid or wet environments.
- Do not spray water and wet the housing or control panel.
- Do not pull the unit by the cord.
- Always turn the unit off and unplug it from the outlet when cleaning.
- Unplug the unit if it is not going to be used for a long period of time.
- Do not operate the unit with a damaged plug or a loose socket.
- Use only the correct power supply with appropriate amperage.
- If the power cord is damaged, it must be replaced by the manufacturer, a service agent, or qualified technician.
- Do not remove any part of the casing unless instructed by an authorized technician.

#### **General Safety**

- This portable air conditioner is not intended to be used by children.
- Children should be supervised to ensure that they do not play with this product.
- Do not allow children to play with the controls or drop any objects into the air outlets or vents.
- Do not place objects or let any person sit on top of the unit.
- Only use in the upright position on a flat, level surface and provide at least 20 inches of clearance from any walls or objects.
- Route the power cord carefully to avoid a tripping hazard.
- This unit is intended for domestic use only. Do not use the portable air conditioner for industrial or commercial use. Any other use may invalidate the warranty.



Your portable air conditioner is supplied with a Leakage-Current Detection and Interruption (LCDI) safety plug. This device provides protection to reduce the risk of fire due to arcing faults in the power supply cord. Before using your portable air conditioner, follow the instructions below to ensure that the LCDI plug is working properly:

- 1. Plug the power cord to a grounded outlet.
- 2. Press the TEST button on the LCDI plug. This should trip the plug and cut the power to the air conditioner. If the plug does not trip and you are able to turn on the unit, please contact EdgeStar support.

#### DO NOT USE YOUR PORTABLE AIR CONDITIONER IF THE TEST FAILS.

Press the RESET button to start using your air conditioner.

Do not use the TEST and RESET buttons as an ON/OFF switch.

Electrical products should not be disposed of with household waste. Please contact your local recycling center for more information on how to recycle electronic waste.



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#### Introduction

Thank you for purchasing this Edgestar portable air conditioner. We are glad you chose us. We believe that your purchase of this product opens a relationship between you and EdgeStar. We will provide the customer support needed to nurture that relationship.

This manual contains important information regarding the proper installation, use and maintenance of your portable air conditioner. Following this manual will ensure that your product will work at its peak performance and efficiency.

Please save the original product packaging in case you need to safely transport your portable air conditioner.

#### For Your Records:

Please write down the model number and serial number below for future reference. Both numbers are located on the ratings label on the back of your unit and are needed to obtain warranty service. You may also want to staple your receipt to this manual as it is the proof of your purchase, and is also needed for service under your warranty.

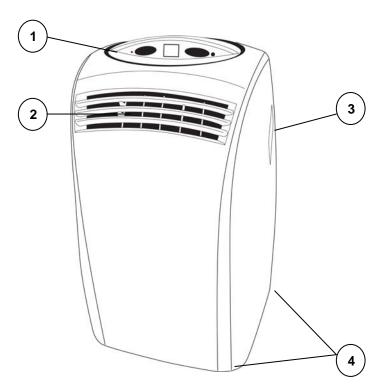
Model Number:	
Serial Number:	
Date of Purchase:	

To better serve you, please do the following before contacting customer service:

- If you received a damaged product, immediately contact the dealer that sold you the product.
- Read and follow this instruction manual carefully to help you install, use and maintain your portable air conditioner.
- Read the troubleshooting section of this manual as it will help you diagnose and solve common issues.
- Visit us on the web at http://www.edgestar.com to register your product, download product guides, additional troubleshooting resources and up-to-date information.
- If you need warranty service, our friendly customer service representatives are available via email at service@edgestar.com or by telephone at 1 (866) 319-5473.

# **Parts Identification**

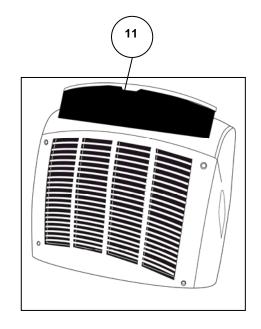
#### Front View



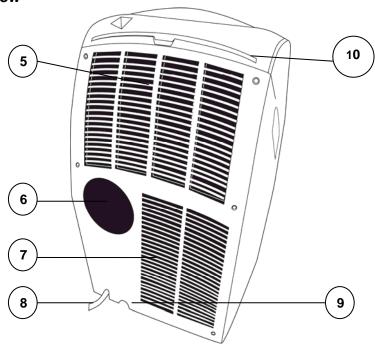
#### Parts Key:

- 1. Control Panel
- 2. Air Outlet Vent
- 3. Handle
- 4. Castors
- 5. Air Filter Grille (Intake)6. Air Outlet (Heat Exhaust)
- 7. Air Inlet

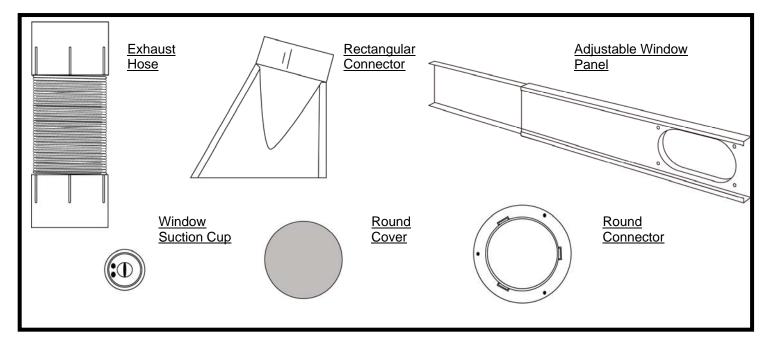
- 8. Power Cord 9. Drain Plug 10. Air Filter Handle
- 11. Pre-Filter



#### **Back View**



#### Window Kit Parts List:



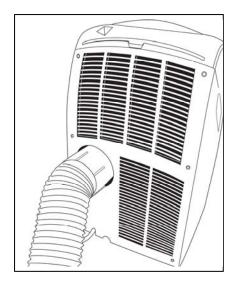
**Suggested Tools- Phillips** Screw Driver (Medium sized), Tape Measure/Ruler, Scissors, Saw (In the event that your window panel needs to be cut down in size for installation).

#### **Window Kit Installation Instructions**

For this portable air conditioner to operate correctly, the hot air from the back of the unit must be vented to the outside. Please follow the instructions below for window kit installation.

- 1. Extend the exhaust hose at least 6" and insert it to the outdoor exhaust hose outlet at the back of the air conditioner.
- 2. Attach the round connector to the opposite end of the exhaust hose.

**NOTE:** You may need to contact your electrician if your room's circuit is not able to power your unit.







**Warning:** Please follow the installation instructions carefully to avoid personal injury or damage.

# Preparations for installing the window kit

You must vent your portable air conditioner when running in it cooling mode. Your unit includes a window exhaust kit that can be used to vent the unit out a window.

Before you begin, make sure you have all the parts necessary for installation.

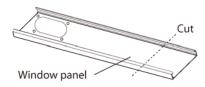
If you have multiple windows, choose one that is near an electrical outlet that will be able to provide sufficient power to your unit. See the power requirements listed on the product label printed on the back of your portable air conditioner.

Your window kit can be installed on a horizontal or vertical sliding window as shown in the pictures below.

# Attach the window panel to the window panel

If the inner width of the window is less than 21" (530 mm) wide:

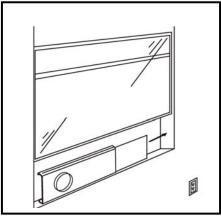
1) Remove the adjustment panel from the window panel, and cut the window panel to the same width as the panel.



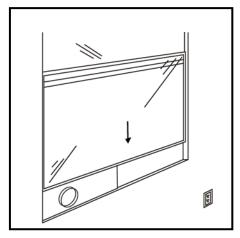
- 2) Open the window sash and place the window panel on the windowsill.
- 3) Secure the window panel to the windowsill.

If the inner width of the window is between 21" (530 mm) and 39" (1000 mm) inclusive:

- 1) Open the window sash and place the adjustable window panel on the windowsill.
- 2) Slide the adjustment panel to fit the window frame width.
- 3) Secure the panel to the windowsill with four large wood screws.

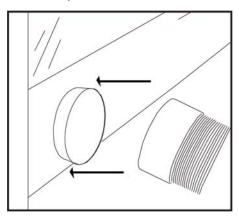


Lower the window to secure the window kit in place. You may need to use duct tape to better secure the window kit.



Place the unit back of the unit towards the window kit installed. Leave a space at least 20 inches to the wall.

Connect your exhaust hose to the window kit installed.



Insert the round connector end of the exhaust hose to the window kit installed.

After you have installed the exhaust hose and window kit, you can plug in your portable air conditioner and start using it.

#### Notes about the Exhaust Hose

Your portable air conditioner is designed to exhaust condensate water that is collected from the air. This water, in either gaseous or droplet form, will be expelled out the exhaust port of the unit. Please take this into account when deciding how to vent it.

- 1. The exhaust hose supplied with the portable air conditioner can be extended up to 59 inches; however for maximum efficiency, use the shortest length possible.
- 2. Try to prevent any kinks or bends in the exhaust hose. Kinks or bends may trap exhaust air which can radiate heat into the room or potentially cause the portable air conditioner to overheat and shut itself off.
- 3. The exhaust hose supplied with the portable air conditioner has been specifically designed for this air conditioner. Do not lengthen the hose by adding additional hoses or attachments or replace it with any other hose.



Warning: Longer hoses are not recommended.

# **Draining the Unit**

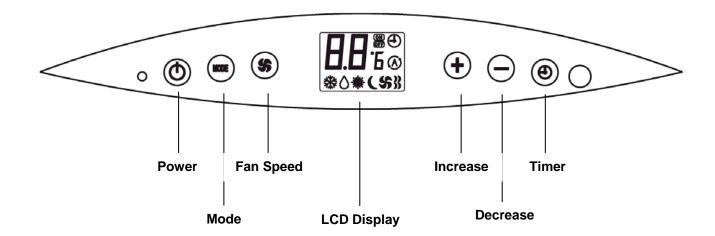
When the portable air conditioner is in cooling mode, or dehumidify mode, it will remove moisture from the air. The condensed water from the air will be collected in an internal reservoir and will be evaporated and exhausted out of the exhaust hose. However, in very humid conditions, the internal reservoir may fill completely. This causes the air conditioner to turn off to avoid overflowing the internal reservoir. The number "3" will flash and one red LED will be lit with all other lights off to indicate reservoir is full.

#### **Direct drainage**

- 1. Remove the rubber drain plug from the drain port.
- 2. Connect a drain hose to the drain port.

The portable air conditioner will now drain through the drain hose. Please note that this unit has no drain pump; all water will drain with gravity only, i.e., only "downhill."

#### **Control Panel Overview**



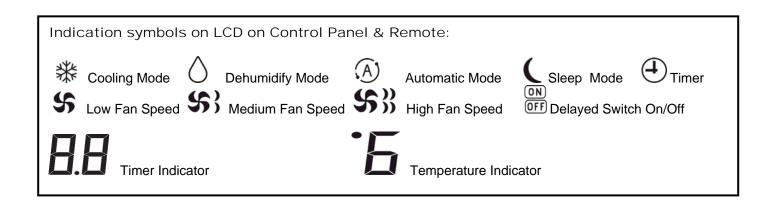
**Power-** The power button will allow you to turn the unit on or off.

**Mode-** Press mode button to cycle between the different modes.

<u>Fan Speed-</u> When the unit is running in Cool or Fan mode, press the Fan speed button to select the fan speed desired. There are three speeds: High, Medium, and Low.

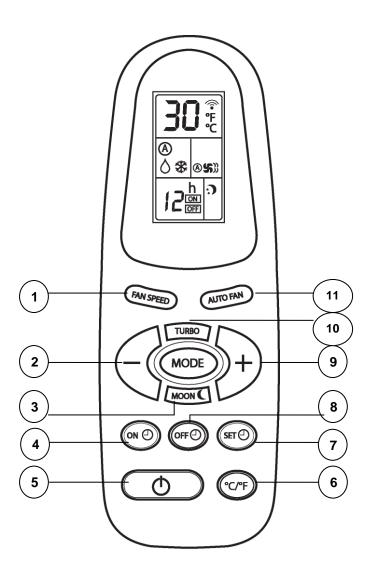
**<u>Up and Down-</u>** Press to increase or decrease the set temperature.

<u>Timer-</u> The timer can be used to either turn the unit on or off after a number of elapsed hours.



# **Remote Control Overview**

The remote control is used to operate all of your portable air conditioner's functions.



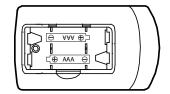
**NOTE:** Be careful not drop the remote control. Do not place the remote control in a location exposed to direct sunlight.

	Function		Function
1	Sets the fan speed between high, medium, or low.	7	Unit switch ON/OFF setting confirmation
2	Decreases the set temperature or time when the Timer is enabled.	8	Unit switch OFF delay setting
3	Turns Sleep Mode on or off.	9	Increases the set temperature or time when the Timer is enabled.
4	Unit switch ON delay setting	10	Turns the Turbo Mode on
5	Turns unit off and off	11	Turns on the Auto Fan Speed
6	Changes temperature between Celsius and Fahrenheit		

# Installing the batteries







- 1) Remove the cover on the back of the remote control.
- 2) Insert the batteries with the (+) and (-) ends pointing in the correct direction.
- 3) Install the cover on the remote.

CAUTION: Use only AAA batteries. Remove the batteries if the remote control will not be used for one month or longer. Do not attempt to recharge batteries not designed to be recharged. All batteries should be replaced at the same time. Do not mix old and new batteries. Do not dispose of batteries in a fire as they may explode.

# **Operating this unit**

# LCD Display

The LCD Display will show the ambient temperature by default. Pressing the Up and Down buttons on the remote control will show the set temperature for 15 seconds, and then revert to the room temperature. You can switch between Fahrenheit and Celsius by pressing the C/F button on the remote control. Please revert to the "Indication Symbols on LCD" for full list of mode/fan/temperature indications.

#### Power Button

The unit will remember the last used mode/settings if you shut down and restart.

**Auto-Restart:** If power to the unit is interrupted, the air conditioner will restart itself in its last used mode/settings once power is restored. The compressor will restart after 3 minutes.

### Fan Mode Only

In this mode, on the fan of the air conditioner runs and circulates the air in the room. To activate this function mode, press the MODE button on remote or control panel until fan only symbol

\$\,\$ appears on the displays. There are three fan speeds:

**NOTE:** Fan Only mode does not require that the exhaust hose be attached.

High Fan Speed Medium Fan Speed \$

Low Fan Speed

# **Cooling Mode**

Cooling mode cools and dehumidifies the air. If the ambient temperature drops below the temperature you selected, the compressor turns off and the unit functions with the fan only. When the temperature rises above the temperature you selected, the compressor turns on again.

Whether your desired temperature can actually be reached depends on the ambient conditions. The room temperature remaining above the set temperature is normal.

To activate this function mode, press the mode button until the cooling symbol appears on the displays. When the cooling mode is set the compressor will start in approximately three minutes.

Set the thermostat by using the Up and Down buttons. The thermostat is adjustable between 61°F - 86°F in one degree increments. You can switch between Fahrenheit and Celsius by pressing the °C / °F Button.

# **Dehumidifying Mode**

During the Dehumidifying mode, the unit will condense water out of the air and exhaust it through the exhaust hose. The ambient temperature in the room will probably drop by a few degrees while using the Dehumidifying mode.

To activate the Dehumidify Mode, press the mode button until the dehumidifying  $\bigcirc$  symbol appears on the displays. Please note when changing modes there is an approximate three minute transition time.

# Sleep Mode

During the Sleep Mode, the air conditioner gradually increases the set temperature in cooling mode, decreases the noise level and conserves energy. In Sleep mode the temperature is maintained for one hour. In the next 2 hours the temperature is gradually increased by 1°F per hour. After the second hour the temperature remains the same.

To activate the Sleep Mode, press the sleep button (moon) until the Sleep symbol appears on the displays. The fan speed is set to low and cannot be altered. At any time you can cancel by pressing the sleep button (moon) on your remote control.

#### Automatic Mode

In this mode, the air condition is set to run at the optimum comfortable temperature. When the automatic mode is selected the cooling function stops when the temperature is below 74°F. The cooling function and low fan speed starts when the temperature is between 74°F – 78°F Cooling function and medium fan speed starts when the temperature is between 78°F – 81°F. Cooling function and high fan speed starts when temperature is above 81°F. To activate the function mode, press the MODE button on the remote control until the Automatic A symbol appears.

#### Setting the Temperature

To set the temperature in cooling mode, use the Minus and Plus buttons on the remote. The temperature range is 61° to 86° Fahrenheit. Adjust the temperature until you reach your desired setting.

#### Turbo Mode

In this mode, the air conditioner is set to run at the lowest temperature 61°F and high fan speed. To activate this function mode, press the TURBO button on the remote control ONLY.

# Timer (Delayed Switch ON/OFF) Function

This function mode enables a delayed switch ON or OFF for this air conditioner. The time (hours) delay can be set, enable, and disabled from the both the remote control and control panel.

# SETTING DELAYED SWITCH ON TIMER FROM REMOTE CONTROL

Switch on the air conditioner, select the function mode (cooling/ fan only / dehumidifying only), set temperature and fan speed. Then switch off the unit. To activate the delayed switch on function, press the ON timer button and set the desired time delay ON hours (from 1 to 12 hours) by pressing the ON timer button. Once the delayed switch on timer is set, press the SET timer button to confirm the setting. The symbol and the delay countdown timer will appear on the remote control display. When the delay time set has elapsed, the air conditioner switches on with last selected settings. To cancel the delayed switch on function, press timer button until symbol disappears on the display.

#### SETTING SWITCH ON TIMER FROM CONTROL PANEL

Switch on the air conditioner, select the function mode (cooling/ fan only / dehumidifying only), set temperature and fan speed. Then switch off the unit. Press the Timer button and set the desired time delay ON hours (from 1 to 12 hours) by pressing the + and – buttons. Once the delayed switch on timer is set, press the Timer button to confirm the setting. The symbol and the delay countdown timer will appear on the control panel display. When the delay time set has elapsed, the air conditioner switches on with last selected settings. To cancel the delayed switch on function, press Timer button until symbol disappears on the display.

#### SETTING SWITCH OFF TIMER FROM REMOTE CONTROL

With the air conditioner operating in any function mode, press the OFF timer button then set the desired time delay OFF hours (from 1 to 12 hours) by pressing the OFF timer button. Once the delayed switch off timer is set, press the SET timer button to confirm the setting. The symbol and the delay countdown timer will appear on the remote control display. When the delay time set has elapsed, the air conditioner switches off. To cancel the delayed switch off function, press until symbol disappears on the display.

#### SETTING SWITCH OFF TIMER FROM CONTROL PANEL

With the air conditioner operating in any function mode, press the Timer button and set the desired time delay OFF hours (from 1 to 12 hours) by pressing the + and – buttons. Once the delayed switch off timer is set, press the Timer button to confirm the setting. The symbol and the delay countdown timer will appear on the control panel display. When the delay time set has elapsed, the air conditioner switches off. To cancel the delayed switch off function, press Timer button until symbol disappears on the display.

# Celsius/Fahrenheit Temperature Display

Press the C°/F° button on remote control ONLY to change the temperature measurement between Celsius and Fahrenheit.

# **Energy Saving Guide**

Read and follow the guide below to get the best performance and efficiency from your portable air conditioner:

- Do not cover the air outlet (exhaust) while in use.
- Do not place the unit in front of curtains or drapes- to ensure they do not obstruct the air intake.
- Minimize the length of the exhaust hose.
- Make sure the exhaust hose is as straight as possible and avoid kinks or bends.
- Keep curtains, blinds or drapes closed during the sunniest part of the day.
- Use the timer to operate the unit before it is needed. For example, set the timer to turn on the unit in cooling mode for 3 or more hours to cool the room before you arrive. You may want to operate the unit all day if you live in a warmer climate.
- Minimize the heat sources (direct sunlight, computers, servers, people, etc.) in the room.
- Close all windows and doors.
- Use the unit in a contained room. For example, a room with four walls and a ceiling, instead of a partitioned studio, or warehouse.
- Make sure the unit is on a level surface.
- Minimize the amount of humidity in the room. For example, run the unit as a dehumidifier.
- To prolong the compressor's life, please wait at least 3 minutes before turning the unit back on after shutting it off.
- Inspect and keep the pre-filters clean by cleaning regularly.
- Perform routine maintenance.

#### **Maintenance**

Clean the air conditioner and filters regularly to maximize performance and efficiency, and prolong the unit's life. Be sure to always unplug the air conditioner from the power outlet before cleaning.

# Cleaning the unit

Use a soft dry cloth to wipe the body clean. If necessary, use lukewarm water to dampen a cloth to clean the unit. Use a soft bristle brush to clean between the vents. Carefully use a vacuum cleaner to clean the condenser coils.

Never use abrasive chemicals, volatile substances, gasoline, detergents, chemically treated cloths, or other cleaning solvents that may damage the cabinet exterior.

Never spray water directly on the unit.

### Cleaning the pre-filter

To clean the pre-filter, follow the steps below:

1) Power off the unit and remove the pre-filter.

2) Use a vacuum cleaner or tap the filter lightly to remove loose dust and dirt, then rinse thoroughly under lukewarm running water (below 104°F). You may use a mild soap and water solution if needed. Allow the pre-filter to air dry in a cool and shaded place. Dry thoroughly before reinstalling.

**Warning**: Never operate the unit without the prefilter.

Clean the pre-filter periodically. If the unit is used in a dusty environment you may need to clean it on a weekly basis.

# Preparation for Storage

If you are not going to be using the unit for an extended period of time, follow the instructions below before storing your unit:

- 1) Drain all the water from the unit's reservoir. Operate the unit in fan mode for a few hours to thoroughly dry any moisture left on the coils inside the unit.
- 2) Power off the unit, and clean or change the filters.
- 3) Unplug and carefully wind the power cord.
- 4) Remove the exhaust hose and duct connectors and keep them in a safe place.

# **Troubleshooting**

Follow the troubleshooting guide below to resolve common issues.

Follow the troubleshooting guide below to resolve common issues.				
Issue	Possible Cause	Solution		
My air conditioner is	Unit is not receiving	Make sure the unit is		
not functioning at all.	power.	plugged in to a		
		grounded outlet.		
	LCDI power cord is	Press the Reset button		
	tripped.	on the LCDI cord.		
	Insufficient power.	Move the unit to		
		another outlet. Check		
		your circuit breaker.		
		(Refer to the rating		
		label on the back of		
		the unit to determine		
		the Amperage draw).		
	Water reservoir is full.	Drain the unit and		
		restart.		
	Control panel is	If no indicator lights		
	disconnected.	turn on, contact		
		customer service.		
My remote control	Batteries not installed.	Install new batteries.		
does not work and the	Bad batteries.	Replace the batteries.		
indicator light on	Batteries installed	Reinstall the batteries		
remote does not turn	incorrectly.	correctly.		
on.	A defective remote	Contact customer		
	control.	service.		
My air conditioner is	The unit is not level.	Make sure the unit is		
making a loud noise.		on a level surface.		
	A foreign object has	Remove the object		
	jammed the fan.	from the fan.		
	The floor below the	Move the unit to a		
Mar oir condition or in	unit is uneven.	level surface.		
My air conditioner is	Unit may have been	Shut off the unit. Let		
making a continuous	shipped on its side.	the unit sit on a level		
metallic knocking or		surface for at least 24		
pinging sound.	Domogod compressor	hours and restart.		
	Damaged compressor.	Contact customer service.		
My air conditioner is	Drain plug is removed.	Attach the drain plug.		
leaking.	Cracked base pan.	Contact customer service.		
My air conditioner runs	The air conditioner	Contact an electrician		
for a little while and	may be plugged into	if the unit works in a		
then it trips the power	an outlet that can not	different room or		
cord or the circuit	supply the correct	circuit.		
breaker.	amount of current.			
The control panel	Unit may have a faulty	Contact customer		
lights blink randomly.	control panel.	service.		
No air comes out the	The unit is designed to	This is normal		
left side of the air vent.	blow air from the right.	operation.		

TIP: Run the unit before it is needed. For example, run the unit in the morning before the area gets hot, and continue to run the unit all day long in order to maintain a low temperature.

# Troubleshooting continued

My air conditioner is not cooling at all.    Dirit is not operating in cooling mode.	laava	Bessible Course	Colution
not cooling at all.    Cooling mode.   Cooling mode, and lower the set temperature (pg. 13).	Issue	Possible Cause	Solution
The compressor is not on.  The compressor is not on.  The ambient temperature is too high.  The filter may be dusty or blocked.  Blocked exhaust port.  The unit is not vented.  The area of the room is too large.  The area of the room is too large.  Too many heat sources.  The room/garage may be inadequately insulated.  The room/garage may be inadequately insulated.  The unit may be dusty or blocked.  The unit is not vented.  Open windows and doors.  To many heat sources.  The moming arage may be inadequately insulated.  The unit may not work if the room temperature is too high.  The room/garage may be inadequately insulated.  The unit may not work if the room temperature is above 90°F.  Direct sunlight is heating the room.  The filter may be dusty or blocked.  Dirty condenser coils.  Obstructed air intake  Temperature (pg. 13).  The compressor may take up to 3 minutes to turn on, or longer if it is too warm.  Lower the room temperature to be below 90°F degrees.  Clean the filters.  (pg. 16)  Remove any obstructions in the exhaust hose and port.  The unit must be vented. (pg. 4)  Minimize the size of the area to be cooled, i.e. adding a drop ceiling. Use more than one unit to cool the area, or use a larger unit.  Close any open doors and windows.  Remove or shut off additional heat sources such as radio equipment, servers, etc.  The unit may not work if the room temperature is above 90°F.  Direct sunlight is Close curtains or pull down blinds, and minimize the direct sunlight into the room.  The filter may be dusty or blocked.  Dirty condenser coils.  Obstructed air intake  Remove anything	•		cooling mode, and
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**NOTE:** If the ambient temperature is above 90°F the unit may not blow cold air.

# **Specifications**

Description of product	Portable Air Conditioner
Model	AP13000W
Voltage/Frequency	AC 115V~60Hz
Input Power	960W
Current	8.6A
BTU	13,000
Color	White
Coolant/Quantity	R-410A/11.6oz
Timer	12 Hour
Dimensions WxHxD	18 1/8" x 30 3/16" x 15 9/16"
Weight	63.9lbs

# **EdgeStar Limited Warranty**

#### One (1) Year Parts & Ninety (90) Days Labor

This product is warranted by EdgeStar to be free from defective workmanship and materials, subject to any conditions set forth as follows:

#### WHAT IS COVERED:

LABOR: For a period of NINETY (90) DAYS from the date of original purchase, labor will be performed free of charge at an authorized EdgeStar repair facility. At its option, EdgeStar will repair the product with new or remanufactured parts, or exchange the defective product with a new, refurbished, or remanufactured product. If a product is replaced, it will carry the remaining warranty of the original product. After the ninety (90) day period, EdgeStar will no longer be responsible for labor charges incurred. All defective products and parts covered by this warranty will be repaired or replaced on a mail-in basis to an EdgeStar authorized repair facility.

PARTS: For a period of ONE (1) YEAR from the date of original purchase, EdgeStar will supply new, rebuilt, or refurbished parts free of charge. EdgeStar may request a defective part be returned in exchange for the replacement part. All replacement parts or products will be new, remanufactured, or refurbished. All products and parts replaced by EdgeStar under warranty service become the property of EdgeStar.

This warranty applies to the original purchaser only, and only covers defects in workmanship experienced during operation of the product under normal service, maintenance, and usage conditions. This warranty applies to the purchase and use of this product in residential settings within the United States of America.

#### WHAT IS NOT COVERED:

The following limitations apply to the coverage of this warranty. This warranty does not cover:

- Labor charges for installation, setup or training to use the product.
- Shipping damage, and any damage caused by improper packaging for shipment to an authorized service center, and any damaged caused by improper voltage or any other misuse, including abnormal service, handling, or usage.
- · Cosmetic damage such as scratches and dents.
- Normal wear and tear on parts or replacement of parts designed to be replaced, e.g. filters, cartridges, batteries.
- Service trips to deliver, pick-up, or repair, install the product, or to instruct in proper usage of the product.
- Damages or operating problems resulting from misuse, abuse, operation outside environmental specifications, uses contrary to instructions provided in the owner's manual, accidents, acts of God, vermin, fire, flood, improper installation, unauthorized service, maintenance negligence, unauthorized installation or modification, or commercial use.
- Labor charges incurred 91 days or more after the date of original purchase.
- The use of EdgeStar products in commercial settings.
- Optional accessories, attachments, and appearance items.
- Products that have been modified to perform outside of specifications without the prior written permission of EdgeStar.
- Products lost in shipment, or theft.
- Products sold AS IS or from an unauthorized reseller.
- Products that have had their serial numbers removed or defaced. Products with serial numbers that have been invalidated.

#### **OBTAINING WARRANTY SERVICE:**

If you believe your product is defective, contact EdgeStar Customer Support for troubleshooting assistance and warranty service at 1-866-319-5473. Please have your serial number and proof of purchase available. Once an EdgeStar authorized representative has confirmed that your product is defective and eligible for warranty service, the product must be returned to an EdgeStar repair facility. The purchaser is solely responsible for prepaying all shipping related costs to and from the repair facility. EdgeStar is not responsible for damage resulting from shipper mishandling or improper packaging. Do not return a defective product to the place of purchase. Products received without a return authorization number will be refused.

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