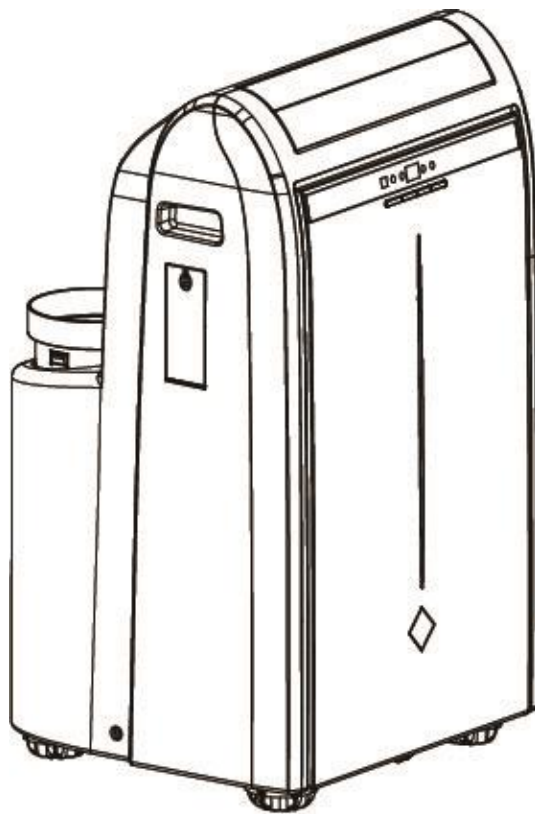


# EDGESTAR<sup>®</sup>

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## Portable Air Conditioner



### AP16000G Owner's Manual

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

## Important Safety Information

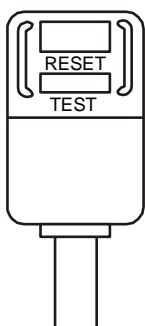
Improper handling can cause serious damage to the appliance and/or to the user. Please read the following safety information.

### 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.



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: \_\_\_\_\_

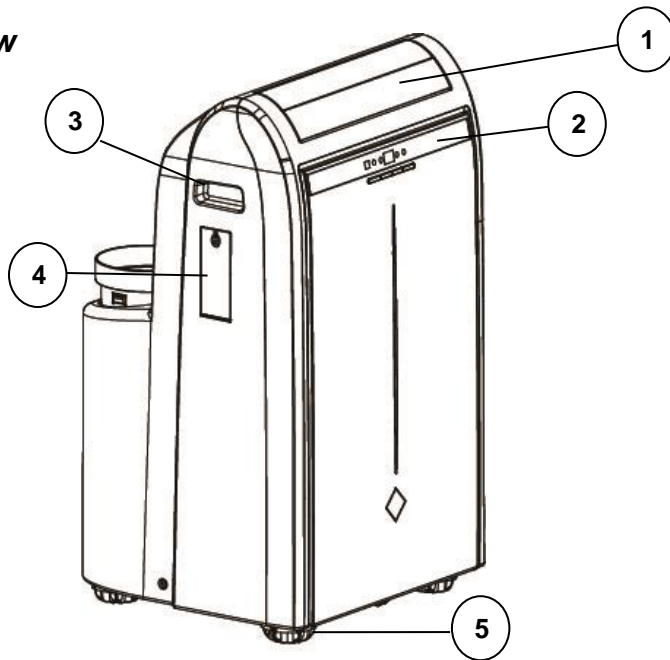
Date of Purchase: \_\_\_\_\_

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](mailto:service@edgestar.com)** or by telephone at **1 (866) 319-5473**.

## Parts Identification

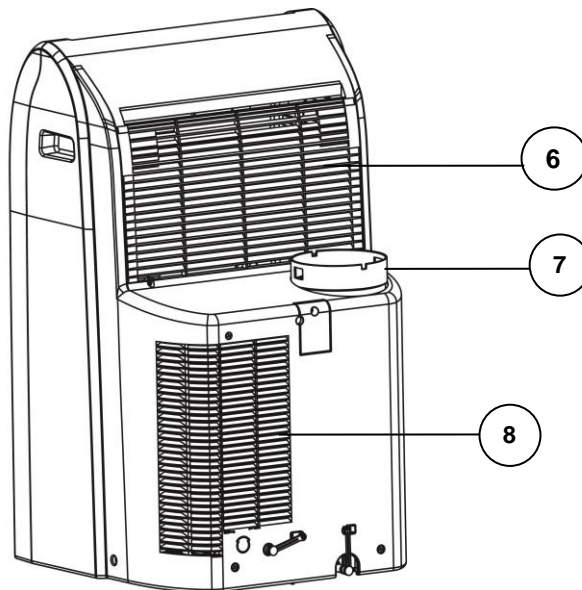
**Front View**



### Parts Key:




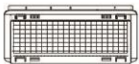











1. Air outlet (Louver)
2. Control panel
3. Handle
4. Remote control box
5. Caster
6. Upper air inlet grille
7. Air exhaust outlet
8. Lower air inlet grille

**Back View**



## Parts Included

**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)

 joint A	 Flexible Exhaust Hose	 Window Exhaust Adapter	 protective grille	 Adjustable Window Slider
 Foam Seal	 Window Locking Bracket	 screw	 pipe clip	 rubber plug
 pipe hoop	 drainage pipe	 battery (AAA 1.5V)	 remote controller	 user's manual

## Preparations for Installing the Window Kit

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

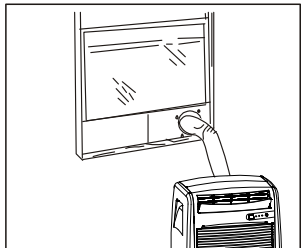
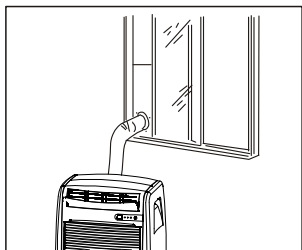
You must vent your portable air conditioner when running it in cooling mode. Your unit includes a window exhaust kit that can be used to vent the unit out a window.

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 side, or on the back of your portable air conditioner.

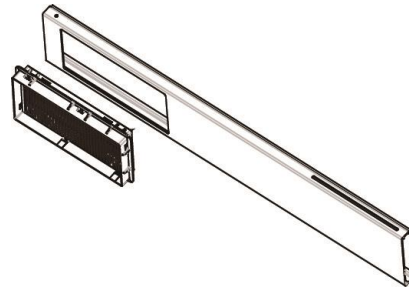
Your window kit can be installed on a horizontal or vertical sliding window as shown in the following pictures to the left.

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

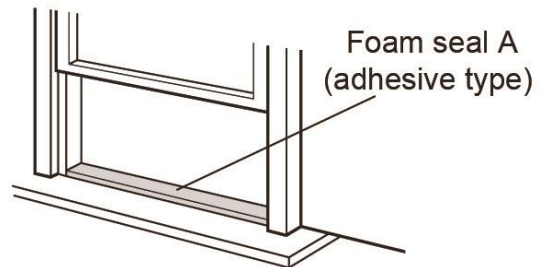


## Window Kit Installation Instructions

- 1 Attach the protective grille to the window panel. Push the grille firmly to ensure that its four projections fit into the holes in the window panel.



- 2 Cut the foam seal to the proper length and attach it to the windowsill.

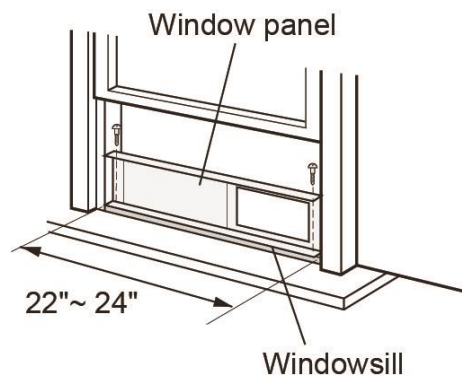
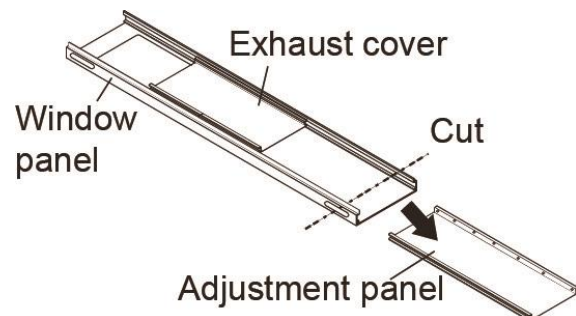


- 3 Attach the window panel to the windowsill.

- a) If the inner width of the window is between 22" (559mm) and 24" (609mm) wide:

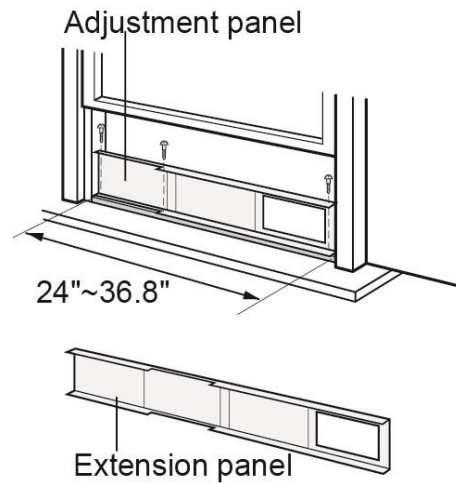
- 1) Remove the adjustment panel from the window panel, and cut the window panel to the same width as the window frame opening.
- 2) Open the window and place the window panel on the windowsill.
- 3) Secure the window panel to the windowsill.

*NOTE: The window panel cannot be installed in windows less than 22" (559mm) wide as you will be unable to shut the exhaust cover*



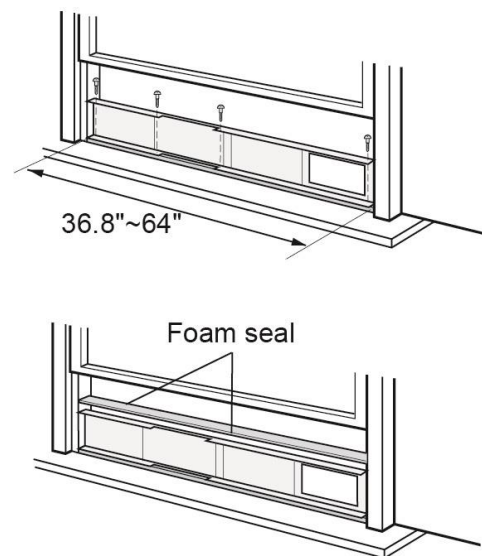
- b) If the inner width of the window is between 24" (718mm) and 36.5" (927mm) inclusive:

- 1) Open the window and place the adjustable window panel on the windowsill.
- 2) Slide the adjustment panel to fit the window frame width.

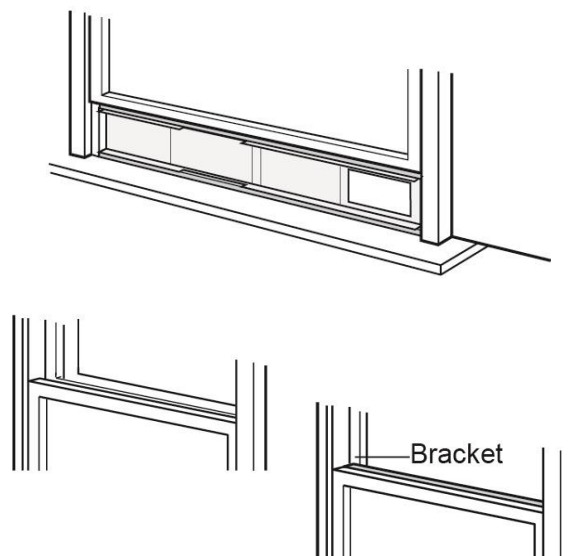


- c) If the inner width of the window is between 36.5" (927mm) and 64" (1643mm) inclusive:

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

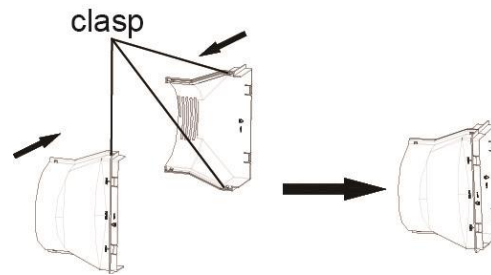


- 4 Cut the foam seal to the proper length and attach it to the top of the window panel.
- 5 Close the window securely against the window panel.
- 6 Cut the foam seal to an appropriate length between the top of the inner window and outer window.
- 7 Attach the bracket with a screw.

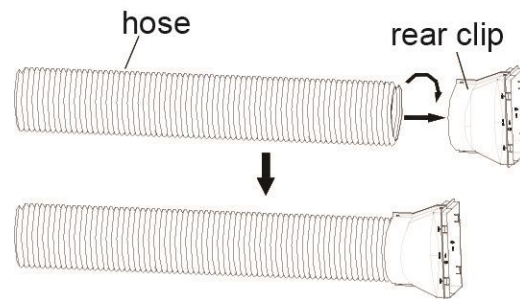


## Installation of the Exhaust Hose

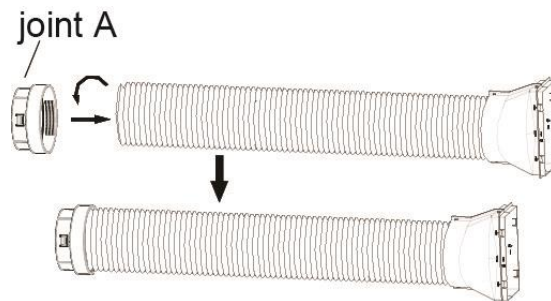
- 1** Connect the two pieces of the window exhaust adapter, fix them together, and press the clasp forcibly into the groove.



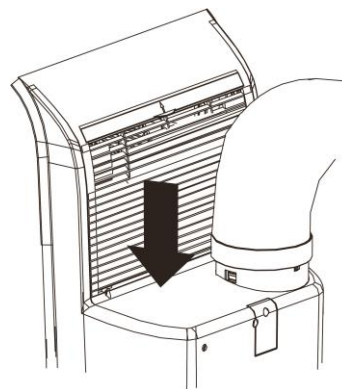
- 2** Install the hose at the rear clip. Aim the opening of the hose at the round mouth of rear clip. Rotate the hose counterclockwise into the rear clip.



- 3** Install the hose at the joint A. Aim the opening of hose at the round mouth of joint A. Rotate the hose counterclockwise into joint A.



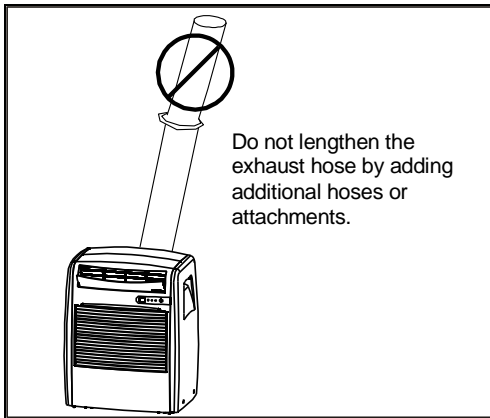
- 4** Attach joint A to the back of the unit with the two cutouts on the joint. Line them up over the two tabs on the air exhaust outlet and firmly slide the joint A down until it clicks. To remove, make sure to push down on the two exhaust outlet tabs and then lift up.



### ***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.

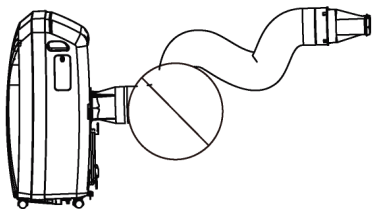
1. The exhaust hose supplied with the portable air conditioner can be extended up to 48 inches; however for maximum efficiency, use the shortest length possible.
2. Try to prevent any kinks or bends in the exhaust hose. Kinks or bends may trap exhaust air which can radiate heat into the room or potentially 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.



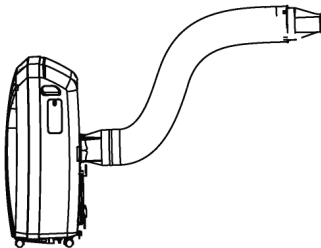
Warning: Longer hoses are not recommended.

The exhaust hose should be as short as possible for operational efficiency however, it must not be twisted or bent.

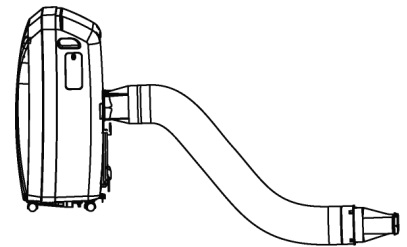
Unacceptable



Acceptable



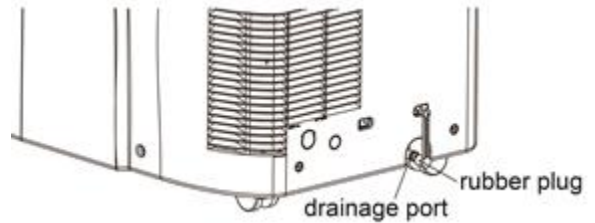
Acceptable



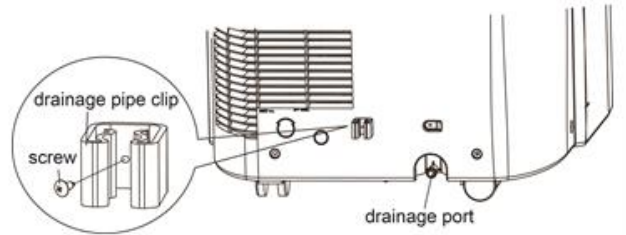
## Installation of the Drain Hose

*Note: Drainage hose must be installed before using this unit as not doing so can result in a block in the drain and prevent the unit from functioning normally.*

- 1 Remove the rubber plug drain cap from the drainage port.

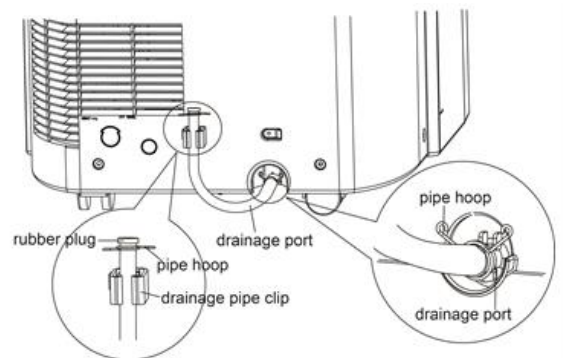


- 2 Attach the drain pipe clip to the back panel of the air conditioner near the drain port with the screw.



- 3 Attach one end of the drain hose to the drain port with the clip provided.

- 4 Insert the rubber plug into the other end of the drain hose and secure with pipe hoop and attach to drain pipe clip.



## 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. When water tank is full a buzzer will sound eight times and on the LED window will display error code “H8”.

### Direct drainage

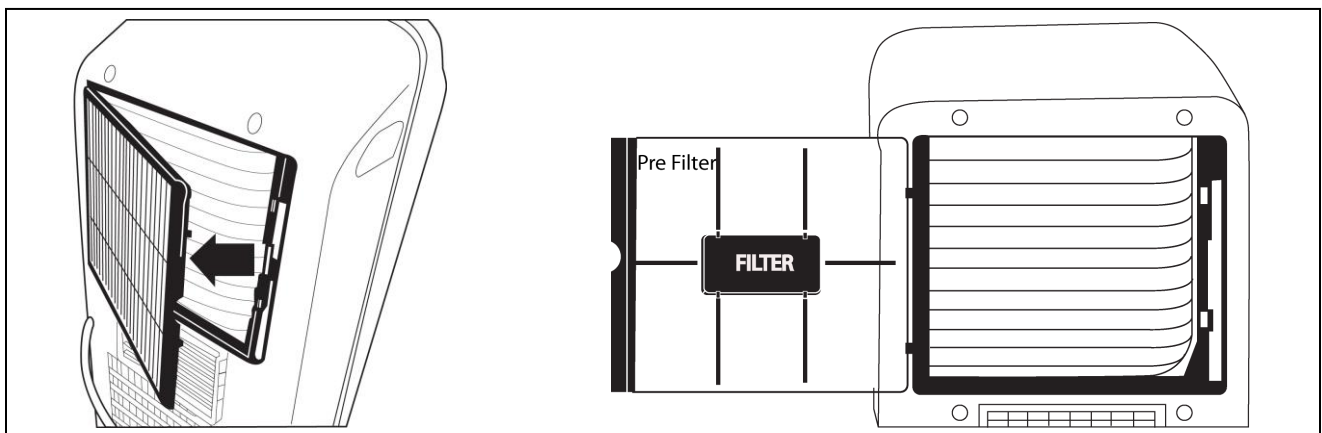
1. Remove the rubber drain plug from the drain port.
2. Connect a drain hose to the drain port.

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.”

## Installing the Filter

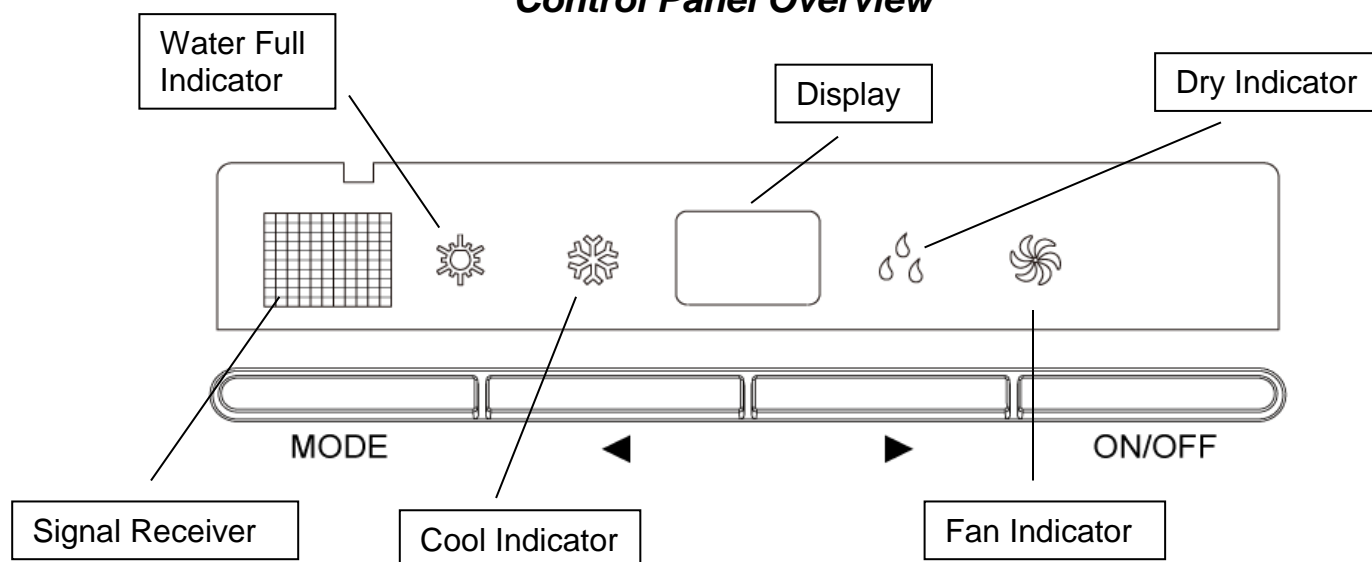
Your portable air conditioner ships with a carbon filter to help remove any unwanted odor from the room. It is recommended you replace the filter every two to three months, or as needed. It is also necessary to clean the pre-filter periodically (see page 15 for maintenance instructions). Follow the steps below to install the carbon filter:

1. Shut off the unit if it is on. In the rear of the unit pull the air filter grille from the side.
2. Place the carbon filter between the grille and the pre-filter.
3. Close the grille.

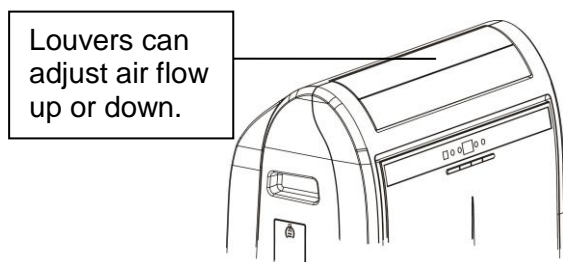


# Operating Instructions

## Control Panel Overview



On/Off Button	Press the button once to manually turn the unit on. Press once more to turn the unit off.
◀/▶ Button	In COOL, press the ◀ or ▶ button to decrease or increase the temperature by 1° degree Fahrenheit. Continue to press to get to desired temperature.
Mode Button	Press the MODE button to cycle between modes: COOL → DRY → FAN. <b>COOL:</b> Cool indicator light is bright. Display will show set temperature (61° – 86° F). <b>DRY:</b> Dehumidify indicator is bright. Display will be blank. <b>FAN:</b> Fan indicator light is bright. Display will be blank. <i>Remember that the exhaust hose and window kit must be installed when the unit is in Cool or Dry Mode.</i>
Fan Speed	When the unit is running in Cool or Fan mode, press the arrow buttons to select the fan speed desired. There are 4 fan settings, High, Middle, Low, and Auto.
Water Full	When Cool or Dry is running condensation will drain to the water reservoir. When the water tank is full a buzzer will sound eight times indicating to empty. An error code “H8” will also display on LED screen. Please follow instructions on how to drain on page 9.






*Note: This unit has 2-Way directional louvers (up and down). Once the unit is powered on the louvers will open to allow air flow. The remote will allow you to adjust the louver setting during use. Once the unit is powered off the louvers will close.*

## Remote Control Overview

The remote control is used to operate all of your portable air conditioners functions. Use the remote control to change modes, fan speed, timer, and temperature settings and sleep mode.

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

Button	Function
On/Off	Powers the unit on or off
Fan	Sets the fan speed between auto, low, medium, and high
Mode	Changes between Cool, Dry, Fan, and Auto
 Louver	Turns the automatic swing of the Louvers on and off
Turbo	Sets the fan speed to high
Sleep	Used to enable Sleep mode
Light	Adjusts the display on or off
Timer On	Enable automatic start for specific time
Timer Off	Enable automatic shutoff for specific time
 Increase	Increases the set temperature or time
 Decrease	Decreases the set temperature or time
Clock	Used to adjust the clock
X-Fan	Used to enable X-Fan mode



**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.

## Modes

**NOTE:** The exhaust hose must be used in cooling mode in order to cool a room.

**AUTO:** When selecting auto mode, the air conditioner will operate automatically according to the ambient temperature. The set temperature can't be adjusted unless the mode is switched to cooling.

**COOL:** 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. The Cool Indicator light "insert" will be lit. You can press the "+" or "-" to increase or decrease the set temperature.

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

To operate the unit in cooling mode:

- 1) Make sure the power cord is plugged into a power outlet.
- 2) Press the ON/OFF button on the remote.
- 3) Press the Mode button until the Cool Indicator Light on the Control Panel lights up.
- 4) Select the fan speed by using the Fan button.
- 5) Set the thermostat by using the "+" and "-" buttons on the remote. The thermostat is adjustable between 61°F - 86°F in one degree increments.

**DRY:** When dry mode (or de-humidify mode) is selected, the air conditioner operates under dry mode at a low fan speed. The Dry Indicator light will be lit. Under dry mode the fan speed can't be adjusted.



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



**FAN:** Fan Only mode is used to circulate the air in your room. No temperature setting is needed.

To operate the unit in Fan Only mode:

- 1) Make sure the power cord is plugged into a power outlet.
- 2) Press the ON/OFF button on the remote.
- 3) Press the Mode button until the Fan Indicator light on the control panel lights up.
- 4) Press the Fan button to adjust fan speed.

## Modes (Continued)

**TIMER ON:** While the unit is off press the Timer On button to set the unit to turn on at a certain time in either Cool, Dry, or Fan mode. After pressing this button, the  icon disappears and the word "ON" will blink on the remote. Press "+" or "-" button to adjust the Timer On setting. Pressing "+" or "-" button will increase or decrease the time by 1 minute. Hold "+" or "-" button to quickly adjust the time. Press the Timer On button again to confirm the time. The word "ON" will stop blinking and the  will reappear. The Timer On function will be enabled. Pressing the Timer On button again will cancel the function.

**TIMER OFF:** While the unit is on press the Timer Off button to set the unit to turn off at a certain time. After pressing this button, the  icon disappears and the word "OFF" will blink on the remote. Press "+" or "-" button to adjust the Timer Off setting. Pressing "+" or "-" button will increase or decrease the time by 1 minute. Hold "+" or "-" button to quickly adjust the time. Press the Timer OFF button again to confirm the time. The word "OFF" will stop blinking and the  will reappear. The Timer Off function will be enabled. Pressing the Timer Off button again will cancel the function.

**SLEEP:** Pressing the Sleep button on the remote will turn Sleep mode on or off. The Sleep function can be activated during Cooling mode. The setting temperature will increase slightly once activated but the max temperature will not exceed 86° F.

**X-Fan:** The X-Fan mode will operate the indoor fan at low speed to remove any residual moisture through the exhaust hose.

## Error Codes

The air conditioner may display an error code if it is not operating correctly. Below are the list of error codes and their description.

<b>E5</b>	Overcurrent protection	Disconnect power, and then turn unit on after 10 minutes. If “E5” continues please contact customer service
<b>H8</b>	Water reservoir is full	Drain and empty the water reservoir. If “H8” continues please contact customer service
<b>F1</b>	Malfunction of ambient temperature sensor	Please contact customer service
<b>F2</b>	Malfunction of evaporator temperature sensor	Please contact customer service
<b>F0</b>	Refrigerant is leaking or system is blocked	Please contact customer service
<b>H3</b>	Overload protection for compressor	If the unit is working in a high-temperature and high-humidity environment, power off the unit and start it after the ambient temperature drops below 90° F. Also check the evaporator and condenser to ensure they are not blocked by any objects. If “H3” or “E8” continues please contact customer service.
<b>E8</b>	Overload malfunction	
<b>F4</b>	Outdoor tube temperature sensor is open/short-circuited	Please contact customer service

## 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.
- Inspect and replace the activated carbon filters 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) Remove the activated carbon filter.
- 3) 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.

**NOTE:** Filters should be replaced every 2-3 months or as needed. Contact EdgeStar retailers for replacement filters.

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

**Warning:** Never operate the unit without the pre-filter.

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### ***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.

Issue	Possible Cause	Solution
My air conditioner is not functioning at all.	Unit is not receiving power.	Make sure the unit is plugged in to a grounded outlet.
	LCDI power cord is tripped.	Press the Reset button 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 disconnected.	If no indicator lights turn on, contact customer service.
My remote control does not work and the indicator light on remote does not turn on.	Batteries not installed.	Install new batteries.
	Bad batteries.	Replace the batteries.
	Batteries installed incorrectly.	Reinstall the batteries correctly.
	A defective remote control.	Contact customer service.
My air conditioner is making a loud noise.	The unit is not level.	Make sure the unit is on a level surface.
	A foreign object has jammed the fan.	Remove the object from the fan.
	The floor below the unit is uneven.	Move the unit to a level surface.
My air conditioner is making a continuous metallic knocking or pinging sound.	Unit may have been shipped on its side.	Shut off the unit. Let the unit sit on a level surface for at least 24 hours and restart.
	Damaged compressor.	Contact customer service.
My air conditioner is leaking.	Drain plug is removed.	Attach the drain plug.
	Cracked base pan.	Contact customer service.
My air conditioner runs for a little while and then it trips the power cord or the circuit breaker.	The air conditioner may be plugged into an outlet that can not supply the correct amount of current.	Contact an electrician if the unit works in a different room or circuit.
The control panel lights blink randomly.	Unit may have a faulty control panel.	Contact customer service.

**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.

Issue	Possible Cause	Solution
My air conditioner is not cooling at all.	Unit is not operating in cooling mode.	Set the unit to be in cooling mode, and lower the set temperature (pg. 10).
	The compressor is not on.	The compressor may take up to 3 minutes to turn on, or longer if it is too warm.
	The ambient temperature is too high.	Lower the room temperature to be below 90°F degrees.
	The filter may be dusty or blocked.	Clean the filters. (pg. 9)
	Blocked exhaust port.	Remove any obstructions in the exhaust hose and port.
My air conditioner blows cold air, but does not lower the room temperature.	The unit is not vented.	The unit must be vented. (pg. 6)
	The area of the room is too large.	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.
	Open windows and doors.	Close any open doors and windows.
	Too many heat sources.	Remove or shut off additional heat sources such as radio equipment, servers, etc.
	The room/garage may be inadequately insulated.	Properly insulate the room to be cooled, i.e. using fiberglass.
	The ambient temperature is too high.	The unit may not work if the room temperature is above 90°F.
	Direct sunlight is heating the room.	Close curtains or pull down blinds, and minimize the direct sunlight into the room.
	The filter may be dusty or blocked.	Clean the filter and replace it if needed.
	Dirty condenser coils.	Carefully vacuum the coils clean.
	Obstructed air intake or exhaust ports.	Remove anything blocking the ports.

## Specifications

Description of product	Portable Air Conditioner
Model	AP16000G
Voltage/Frequency	220V~60Hz
Input Power	4835W
Current	12.88 A
Color	Grey
Coolant	R-410A
Timer	24 Hour
Dimensions HxWxD	33" x 19 3/4" x 18 1/8"
Weight	101.4 lbs

# 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 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, or unauthorized installation or modification.
- Labor charges incurred 91 days or more after the date of original purchase.
- 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.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, IT IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD ABOVE. NEITHER THE MANUFACTURER NOR ITS DISTRIBUTORS SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

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