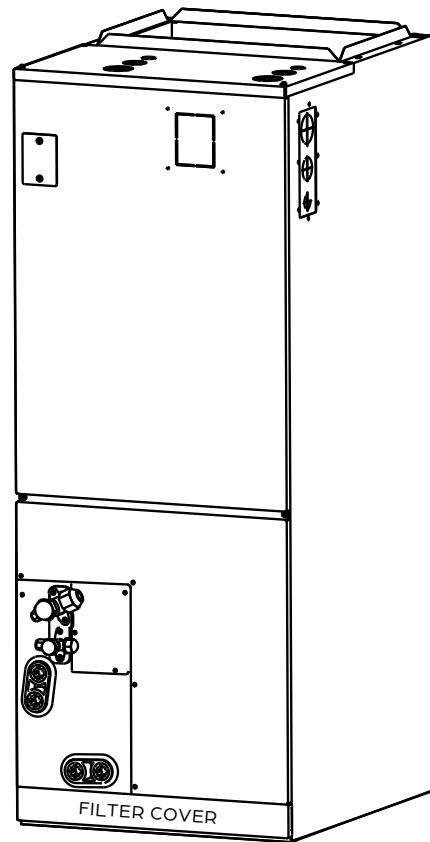


OWNER'S MANUAL

AIR HANDLER

DRAM18F1A, DRAM24F1A,
DRAM30S1A, DRAM36S1A, DRAM48S1A, DRAM60S1A



Model Number:

Serial Number:

Purchase Date:

Installing Contractor Company Name:



TIP

Capture relevant information about your Durastar mini-split equipment before it is installed and write it above for future reference.

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INTRODUCTION

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

- If you received a damaged product, immediately contact the retailer or dealer that sold you the product.
- Read and follow this owner's manual carefully to help you use and maintain your 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 www.durastar.com to download product guides and up-to-date information.
- If you need warranty service, our friendly customer service representatives are available via email at questions@durastar.com or by telephone at 1-888-320-0706.

WARNINGS

Symbols Used in This Manual



The warning symbol indicates cautionary information for the user. Extra care and precautions should be taken to ensure the user's safety.



The pencil indicates any manufacturer notes relating to surrounding content. These may include further clarifications or call-outs.



A light bulb symbol indicates suggested manufacturer tips for the user to get the most out of the Durastar equipment and to accommodate the best user experience.

IMPORTANT SAFETY PRECAUTIONS

Improper handling can cause serious damage or injury. Please read the following safety information in its entirety.



Operation, Cleaning, and Maintenance Safety Precautions

- Children aged eight (8) years and above and people with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, should only use this air conditioner if they are given supervision or instructions concerning use of the air conditioner in a safe way and understand the hazards involved.
- Children should not play with the air conditioner.
- Cleaning and user maintenance shall not be performed by children without supervision.
- Never stick fingers or any other body parts into the air conditioner openings. The internal fan may be rotating at high speeds, and may result in injury.
- Maintenance must be performed by qualified professionals. Otherwise, you may experience personal injury or damage to the air conditioner and surrounding property.
- Do not repair the air conditioner by yourself. It may cause electric shock or damage. Please contact a qualified service representative when you need to repair the air conditioner.
- Do not block the air outlet or air inlet. This could cause a malfunction.
- If the below problems occur, please turn off the air conditioner and disconnect power at the circuit breaker immediately. Then contact your dealer or a qualified professional for service.
 - The power cord is overheating or damaged.
 - There is an abnormal sound during operation.
 - The circuit breaker trips frequently.
 - The air conditioner gives off a burning smell.
 - The indoor unit is leaking.
- If the air conditioner operates under abnormal conditions, it may cause malfunctions, electric shock, or fire hazard.
- When turning the unit on or off via the emergency operation switch, press the switch with an insulated object other than metal.
- Do not step on the top panel of the unit, or put heavy objects on the top panel. This could cause damage or personal injury.
- Do not use flammable materials such as hair spray, lacquer, or paint near the air conditioner as they may catch fire.
- Do not operate the air conditioner in places near combustible gases. Emitted gases may collect around the air conditioner and cause an explosion.
- Do not operate your air conditioner in a wet room such as a bathroom or laundry room. Too much exposure to water can cause electrical components to short circuit.
- Do not wash the air conditioner with water as this could cause an electric shock.
- Do not clean the air conditioner with combustible cleaning agents. Combustible cleaning agents can cause fire or deformation.
- Disconnect the power supply by turning it off at the circuit breaker when cleaning the air conditioner. Otherwise, you could risk electric shock.



Electrical Safety

- Do not modify the length of the power supply cord or use an extension cord to power the unit.
- If the supply cord is damaged, it must be replaced by the manufacturer, a service agent, or a similarly qualified person in order to avoid a safety hazard.
- Keep power plug clean. Remove any dust or grime that accumulates on or around the plug. Dirty plugs can cause fire or electric shock.
- Do not pull power cord to unplug unit. Hold the plug firmly and pull it from the outlet. Pulling directly on the cord can damage it, which can lead to fire or electric shock.
- Do not share the electrical outlet with other appliances. Improper or insufficient power supply can cause fire or electrical shock.
- The product must be properly grounded at the time of installation, or electrical shock may occur.
- For all electrical work, follow all local and national wiring standards and regulations. Connect cables tightly, and clamp them securely to prevent external forces from damaging the terminal. Improper electrical connections can overheat and cause fire, and may also cause shock. All electrical connections must be made according to the Electrical Connection Diagram located on the panels of the indoor and outdoor units.
- If connecting power to fixed wiring, an all-pole disconnection device which has at least 3mm clearances in all poles, and have a leakage current that may exceed 10mA, the residual current device(RCD) having a rated residual operating current not exceeding 30mA, and disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.
- The air conditioner's circuit board (PCB) is designed with a fuse to provide over current protection. This Fuse **MUST** be replaced with identical component. The specifications of the fuse are printed on the circuit board.



Installation Safety

- Installation must be performed by an authorized dealer or specialist. Improper installation can cause water leakage, electrical shock, or fire. (In North America, installation must be performed in accordance with NEC and CEC requirements by authorized personnel only.)
- Installation must be performed according to the installation instructions. Improper installation can cause water leakage, electrical shock, or fire.
- This air conditioner shall be installed in accordance with national and local wiring regulations.
- Contact an authorized service technician for repair or maintenance of this unit.
- Only use the included accessories, parts, and specified parts for installation. Using non-standard parts can cause water leakage, electrical shock, fire, and can cause the unit to fail.
- Install the unit in a firm location that can support the unit's weight. If the chosen location cannot support the unit's weight, or the installation is not done properly, the unit may fall and cause serious injury and damage.
- Install drainage piping according to the instructions in the installation manual. Improper drainage may cause water damage to your home and property.
- Do not install the unit in a location that may be exposed to combustible gas leaks. If combustible gas accumulates around the unit, it may cause a fire.
- Do not turn on the power until all work has been completed.
- When moving or relocating the air conditioner, consult experienced service technicians for disconnection and re-installation of the unit.

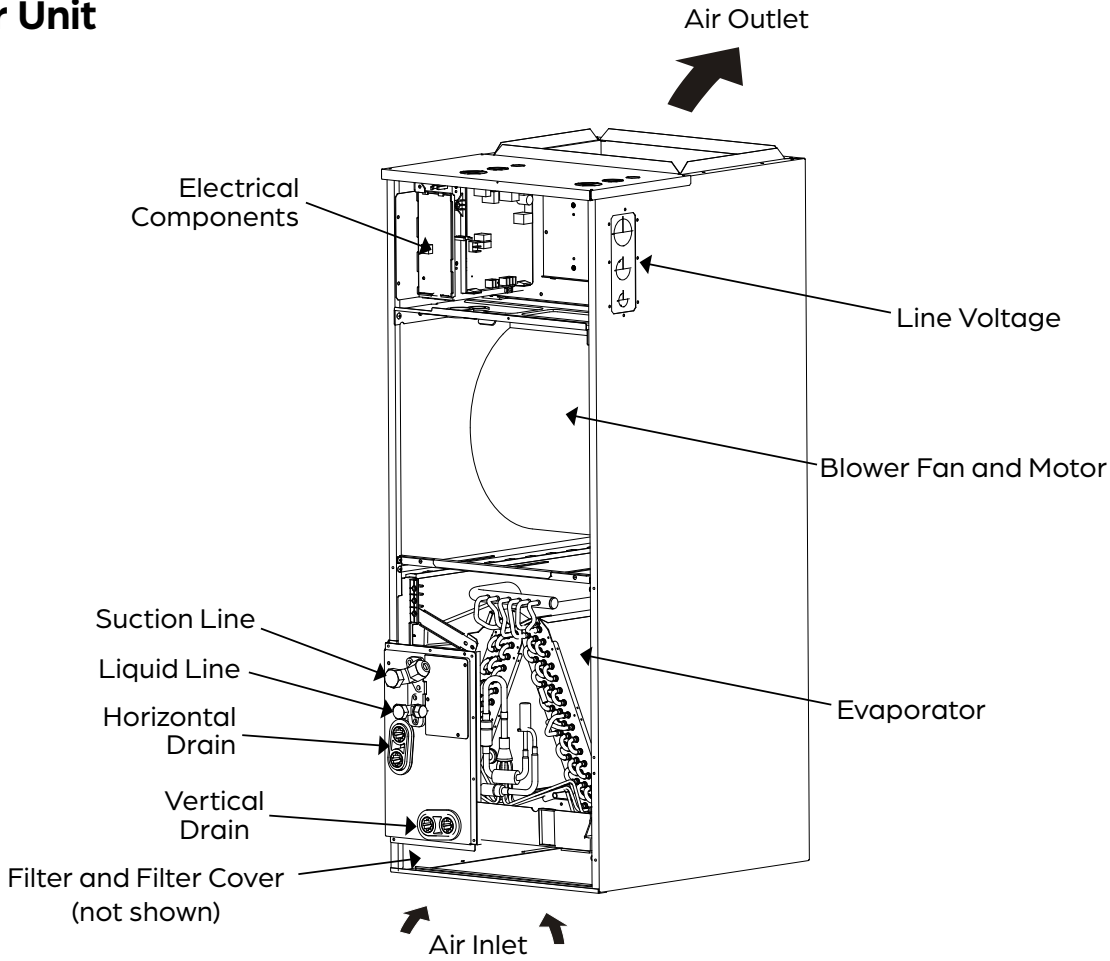
- For units that have an auxiliary electric heater, do not install the unit within 1 meter (3 feet) of any combustible materials.
- If the air conditioner is used together with burners or other heating devices, thoroughly ventilate the room to avoid oxygen deficiency and carbon monoxide build up.
- In certain environments, such as kitchens, server rooms, etc., the use of specially designed air-conditioning units is highly recommended.
- Excessive Weight Hazard – Use two or more people when moving and installing the unit. Failure to do so can result in back or other type of injury.

**Additional Precautions**

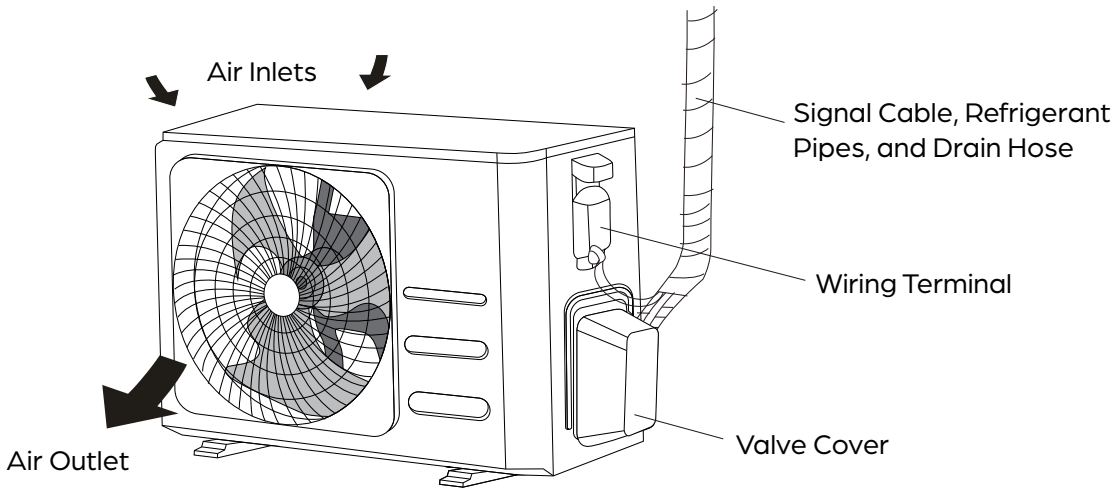
- Turn off the air conditioner and disconnect the power if you are not going to use it for a long time.
- Turn off the unit during electrical storms to avoid damaging the unit.
- Make sure that water condensation can drain unhindered from the unit.
- Do not operate the air conditioner with wet hands. This may cause electric shock.
- Do not use this device for any other purpose than its intended use.
- Do not climb onto or place objects on top of the outdoor unit.
- Do not allow the air conditioner to operate for long periods of time with doors or windows open, or if the humidity is very high.

PARTS IDENTIFICATION

Indoor Unit



Outdoor Unit



NOTE

Outdoor units will vary in appearance.

INCLUDED ACCESSORIES

The air conditioning system comes with the following accessories.

Accessory	Quantity	Image	Accessory	Quantity	Image
Manual	3		Cable Ties	2	
Remote Control (Optional)	1		Foam	4	
Battery (Optional)	2		Flare Nut (Optional)	2	
Wired Remote Controller	1		Braze To Flare Adapter (Optional)	2	

Accessories (packed with outdoor unit)

Accessory	Quantity	Image	Accessory	Quantity	Image
Drain Fitting	1		Gasket	1	

NOTE

The Durastar wired control (DRSTAT100) functions as an IR receiver for the handheld remote. If the remote is not used, it must be retained with the indoor unit to adjust parameters and for troubleshooting.

OPERATING TEMPERATURES

Your air handler is designed to operate in the following indoor and outdoor temperatures. When your air handler is used outside of the following temperature ranges, certain safety features may activate and turn off the unit to protect it from damage.

TEMPERATURE RANGES


	COOL mode	HEAT mode	DRY mode
Indoor Air Temperature	60°F - 90°F (16°C - 32°C)	32°F - 86°F (0°C - 30°C)	50°F - 90°F (10°C - 32°C)
Outdoor Air Temperature	5°F - 122°F (-15°C - 50°C)	-13°F - 75°F* (-25°C - 24°C)*	32°F - 122°F (0°C - 50°C)

* The minimum operating temperature depends on the outdoor unit. Low ambient models have a minimum operating temperature in heat mode of -22°F (-30°C).


To further optimize the performance of your unit, do the following:

- Keep doors and windows closed.
- Limit energy usage by using TIMER ON and TIMER OFF features.
- Do not block air inlets or outlets.
- Regularly inspect and clean air filters.

NOTE

 Your Durastar heat pump's outdoor unit is equipped with a base pan heater, allowing it to continue to operate at freezing temperatures as low as -22°F (-30°C). When outdoor air temperatures are at or below 32°F (0°C), we strongly recommend keeping the unit plugged in at all times to ensure smooth, ongoing performance.

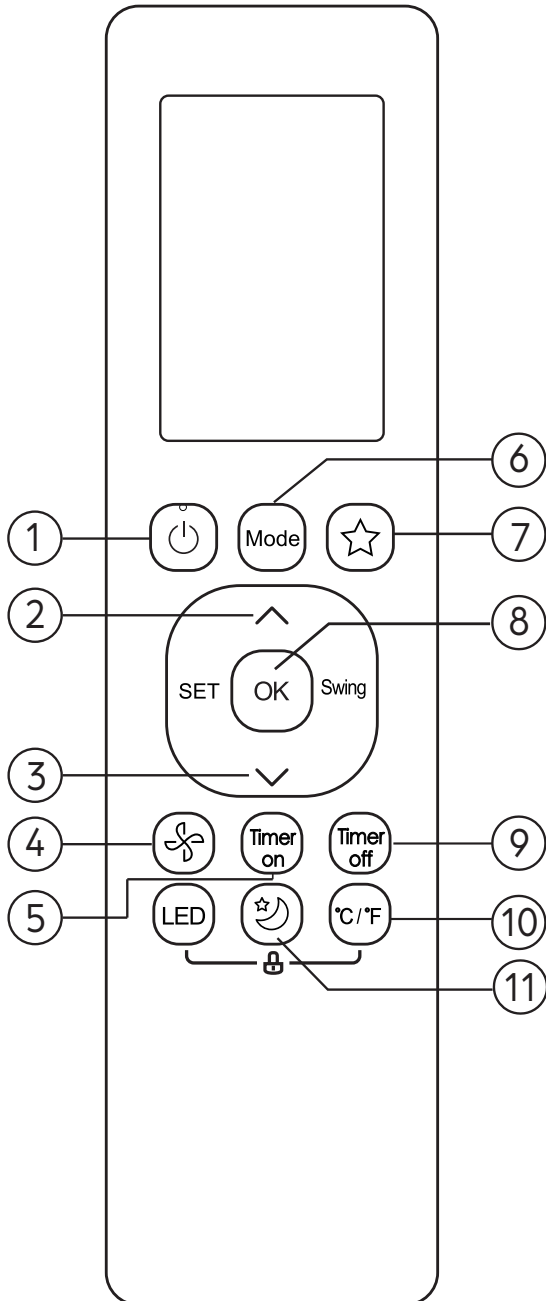
NOTE

 Keep the room's relative humidity below 80%. If the air conditioner operates in excess of this, the surface of the air conditioner may attract condensation. To help prevent condensation from forming and dripping, set the vertical airflow louver to its maximum angle (vertically to the floor) and set the fan to HIGH.

WIRELESS REMOTE CONTROL OPERATION

NOTE

The wireless remote control should only be used if the DRSTAT100 thermostat is installed. Otherwise, remove the batteries from the remote and leave it with the unit for future service. Refer to the DRSTAT100 Installation and Owner's Manual for more details.



1. ON/OFF Button

Turns the air conditioner ON and OFF.

2. TEMP UP Button (▲)

Press to increase the set temperature in 1°F / 1°C increments. Max. temperature is 86°F (30°C).

3. TEMP DOWN Button (▼)

Press to decrease the set temperature in 1°F / 1°C increments. Min. temperature is 60°F (16°C).

4. FAN Button

Press to select FAN speed.
AUTO--> LOW--> MED--> HIGH

5. TIMER ON Button

Sets the timer to turn the unit on.

6. MODE Button

Press to adjust the operation modes in the following sequence: → AUTO → COOL → DRY → HEAT → FAN

NOTE: The wireless remote cannot select AUX mode. Use the DRSTAT100 to select AUX mode.

7. SHORTCUT Button

Press to restore the current settings or resume previous settings.

8. OK Button

Press to confirm selections.

9. Timer Off Button

Sets the timer to turn the unit off.

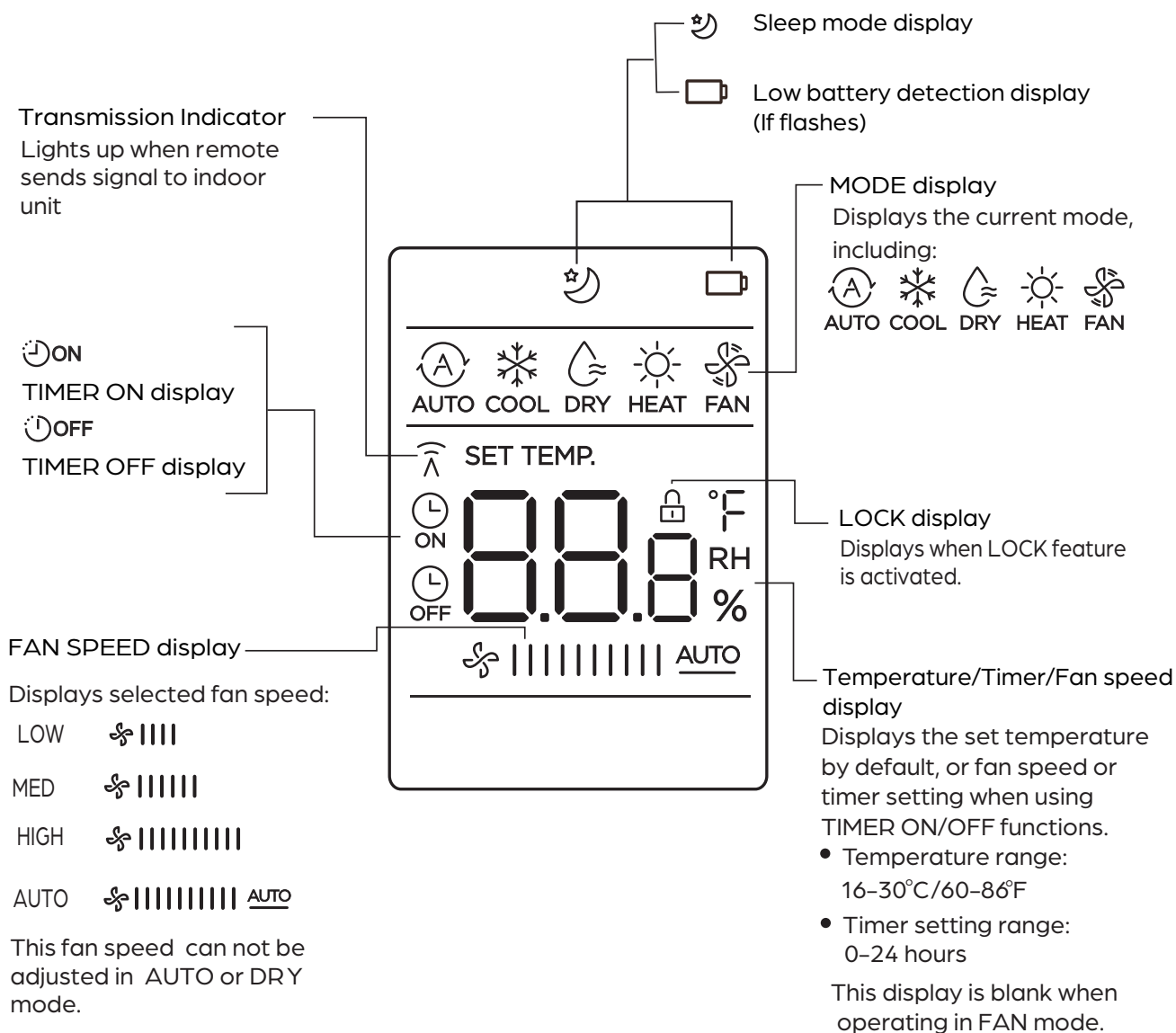
10. °C/°F Button

Press to switch temperature display between Celsius and Fahrenheit.

11. SLEEP Button

Press to save energy during sleeping hours.

REMOTE CONTROL SCREEN INDICATORS



BASIC REMOTE OPERATION

SETTING THE TEMPERATURE

The temperature range is 60–86°F (16–30°C). You can increase or decrease the set temperature in 1°F (1°C) increments by pressing the UP (^) or DOWN (v) buttons.

SETTING THE OPERATING MODE

In AUTO mode, the unit will select the COOL, FAN, or HEAT modes, based upon the set temperature.

1. Press the MODE button to select AUTO, COOL, DRY, HEAT, or FAN.
2. Press the UP (^) or DOWN (v) buttons to set the desired temperature.
3. Press the FAN button to select the fan speed- AUTO, LOW, MED, HIGH.
4. Press the ON/OFF button to start the unit.

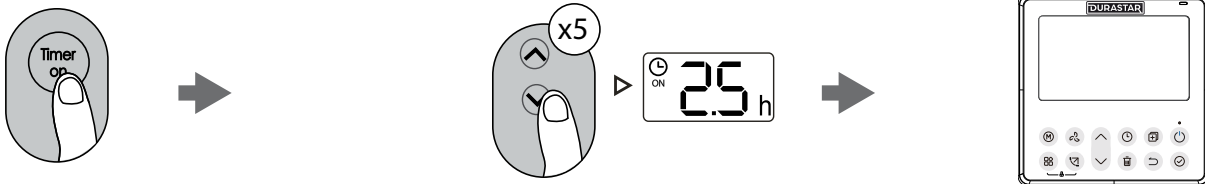
NOTE

- FAN SPEED cannot be set in HEAT or DRY mode.
- TEMPERATURE cannot be set in FAN mode. As a result, your remote controller LED screen will not display temperature.

SETTING THE ON DAY TIMER

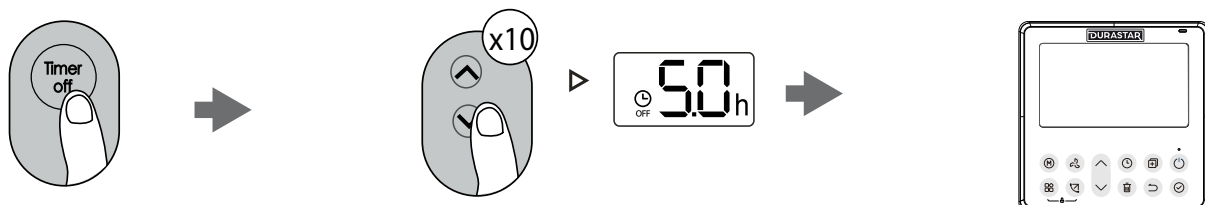
The TIMER feature establishes the amount of time that will elapse before the unit will automatically turn on/off.

1. Press the TIMER ON button to start the time on sequence.
2. Press the UP and DOWN buttons to set the desired time the unit turns on.
3. Point the remote at the thermostat and wait one (1) second. *The TIMER ON will be activated.*



SETTING THE OFF DAY TIMER

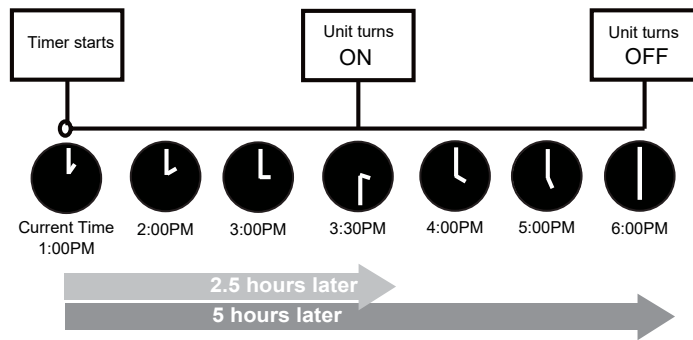
1. Press the TIMER OFF button to start the time off sequence.
2. Press the UP and DOWN buttons to set the desired time the unit turns off.
3. Point the remote at the thermostat and wait one (1) second. *The TIMER OFF will be activated.*



SETTING THE ON/OFF DAY TIMER (EXAMPLE)

Keep in mind that the time periods you set for both the on and off feature refers to hours after the current time.

If the current time is 1:00 PM and the TIMER ON setting is adjusted to 2.5 hours, the auto-on time sequence will turn the air conditioner on 2.5 hours later at 3:30 PM. Setting the TIMER OFF auto-off sequence to 5.0 hours will turn off the air conditioner five (5) hours later at 6:00 PM.



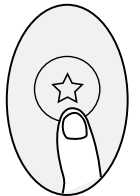
NOTE
 The wireless remote only sets the Day Timer. Use the DRSTAT100 wired thermostat to set the Weekly Timer.

USING ADVANCED FUNCTIONS

SHORTCUT FUNCTION

Press the SHORTCUT button briefly to revert back to previous settings, including operating mode, temperature, fan speed, and the sleep feature (if activated).

Press and hold the SHORTCUT button for two (2) seconds or more to restore the current operation settings, including operating mode, temperature, fan speed, and the sleep feature (if activated).



SLEEP FUNCTION

Press the SLEEP button to decrease energy during sleeping hours. For more details, please see the SLEEP function in the DRSTAT100 Wired Thermostat Manual.



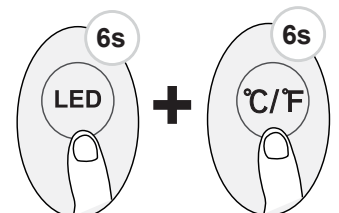
NOTE

- Only the remote control can activate the SLEEP function.
- The SLEEP function is not available in FAN or DRY mode.

LOCK FUNCTION

Press the LED button and the °C/°F button together and hold for six (6) seconds to activate the Lock Function. *All buttons will be locked.*

To unlock, press and hold the LED and the °C/°F buttons for two (2) seconds.



CARE AND MAINTENANCE

CAUTION



- Always turn off the unit and disconnect power before cleaning or maintenance.
- Contact an authorized service technician for repair or maintenance. Improper repair and maintenance may cause water leakage, electrical shock, or fire, and may void your warranty.
- Only use a soft, dry cloth to wipe the unit clean. If the unit is especially dirty, you can use a cloth soaked in warm water to wipe it clean.

CLEANING THE INDOOR UNIT

- Do not use chemicals or chemically treated cloths to clean the unit.
- Do not use benzene, paint thinner, polishing powder or other solvents to clean the unit. They can cause the plastic surface to crack or deform. Use of volatile cleaners may cause re, resulting in injury or death.
- Do not use water hotter than 104°F (40°C) to clean the front panel. This can cause the panel to deform or become discolored.
- Do not use water to clean the inside of the indoor unit. This can destroy insulation and cause electrical shock.

MAINTENANCE: LONG PERIODS OF NON-USE

If you do not plan to use your air conditioner for an extended period of time, do the following:

- Clean all filters.
- Turn on the FAN until the unit dries out completely.
- Turn off the unit and disconnect the power.
- Remove batteries from remote control.

MAINTENANCE: PRE-SEASON INSPECTION

NOTE




It is proper practice to have a trained HVAC technician do a full system check once a year to promote the longevity of your system.

After long periods of non-use, or before periods of frequent use, do the following:

- Inspect for damaged wires.
- Clean all filters.
- Check for leaks.
- Replace batteries.
- Make sure nothing is blocking any air inlets or outlets.

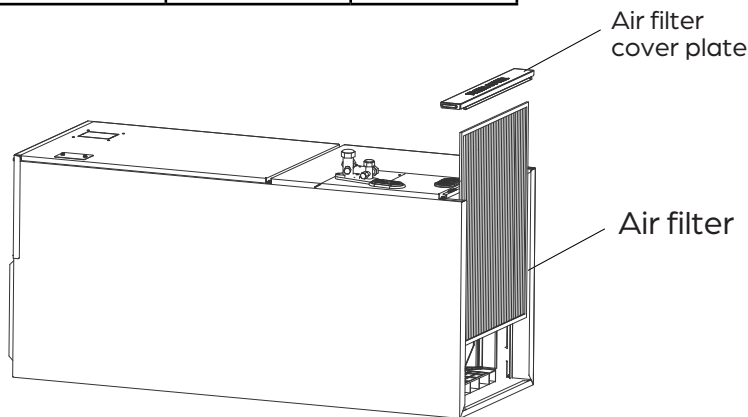
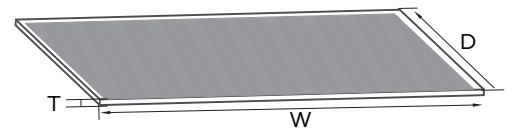
AIR FILTER MAINTENANCE

NOTE

 This unit ships with a washable air filter to protect the unit in transit. We recommend replacing the washable filter with a disposable filter that has a sufficient density to trap the dust particles in your home.

Filter Sizes

Nominal Size	18k-24k	30k-48k	60k
Width in (mm)	16 (406)	20 (495)	24 (584)
Depth in (mm)	20 (508)	20 (508)	20 (508)
Thickness in (mm)	1 (25)	1 (25)	1 (25)



NOTE

 Replace the disposable filter **every 30 days** to protect your equipment and allow proper air flow

CLEANING THE WASHABLE AIR FILTER

A dirty air filter can reduce the cooling efficiency of your unit, and can also be bad for your health. Make sure to clean the filter once every two weeks.

1. Lift the air filter cover plate of the indoor unit.
2. Grip the air filter, lift it up, and pull the filter out. When removing the filter, do not touch the metal parts in the unit. The sharp metal edges can cut you.
3. Clean the large air filter with warm, soapy water. Be sure to use a mild detergent.
4. Rinse the filter with fresh water, then shake off excess water.
5. Dry filter in a cool, dry place, and refrain from exposing it to direct sunlight.
6. When dry, slide it back into the indoor unit.
7. Close the air filter cover plate of the indoor unit.

TROUBLESHOOTING

SAFETY PRECAUTIONS

If ANY of the following conditions occur, turn off your unit immediately!

- The power cord is damaged or abnormally warm
- You smell a burning odor
- The unit emits loud or abnormal sounds
- A power fuse blows or the circuit breaker frequently trips
- Water or other objects fall into or out of the unit

DO NOT ATTEMPT TO FIX THESE YOURSELF! CONTACT AN AUTHORIZED SERVICE PROVIDER IMMEDIATELY!


COMMON ISSUES

The following problems are not malfunctions and in most situations do not require repairs.

ISSUE	POSSIBLE CAUSES
The unit changes from COOL/HEAT mode to FAN mode	The unit may change its setting to prevent frost from forming on the unit. Once the temperature increases, the unit will start operating in the previously selected mode again.
	The set temperature has been reached, at which point the unit turns off the compressor. The unit will continue operating when the temperature fluctuates again.
Unit does not turn on when pressing ON/OFF button	The unit has a 3-minute protection feature that prevents the unit from overloading. The unit cannot be restarted within three minutes of being turned off.
	Cooling and Heating Models: If the Operation light and PRE-DEF (Pre-heating/Defrost) indicators are lit up, the outdoor temperature is too cold and the unit's anti-cold wind is activated in order to defrost the unit. In Cooling-only Models: If the "Fan Only" indicator is lit up, the outdoor temperature is too cold and the unit's anti-freeze protection is activated in order to defrost the unit.
Outdoor units emit white mist	When the unit restarts in HEAT mode after defrosting, white mist may be emitted due to moisture generated during the defrosting process.
Both the indoor unit and outdoor unit make noises	Low hissing sound during operation: This is normal and is caused by refrigerant gas flowing through both indoor and outdoor units.
	Low hissing sound when the system starts, has just stopped running, or is defrosting: This noise is normal and is caused by the refrigerant gas stopping or changing direction.
	Squeaking sound: Normal expansion and contraction of plastic and metal parts caused by temperature changes during operation can cause squeaking noises.

ISSUE	POSSIBLE CAUSES
The outdoor unit makes noises	The unit will make different sounds based on its current operating mode.
The unit emits a bad odor	The unit may absorb odors from the environment (such as furniture, cooking, cigarettes, etc.) which will be emitted during operations.
	The unit's filters have become dirty and should be cleaned.
	During heating the unit may emit a bad odor. This is a result of the electric heat module (AUX) heating up and burning off small particles of dust from the cooling season. This smell will lessen after a few uses and go away when the AUX heat is off.
The fan of the outdoor unit does not operate	During operation, the fan speed is controlled to optimize product operation.
Operation is erratic, unpredictable, or unit is unresponsive	<p>In rare cases, interference from radio waves and remote boosters may cause the unit to malfunction. In this case, try the following:</p> <ul style="list-style-type: none"> • Disconnect the power, then reconnect. • Press ON/OFF button on remote control to restart operation.

NOTE

 If problem persists, contact a local dealer or your nearest customer service center. Provide them with a detailed description of the unit malfunction as well as your model number.

TROUBLESHOOTING

If trouble occurs, please check the following points before contacting a repair company.

PROBLEM	POSSIBLE CAUSES	SOLUTION
Poor cooling performance	Temperature setting may be higher than ambient room temperature.	Lower the temperature setting.
	The heat exchanger coil on the indoor or outdoor unit is dirty.	Contact a servicer to clean the affected heat exchanger coil.
	The air filter is dirty.	Replace the air filter.
	The air inlet or outlet of either unit is blocked.	Turn the unit off, remove the obstruction and turn it back on.
	Doors and windows are open.	Make sure that all doors and windows are closed while operating the unit.
	Excessive heat is generated by sunlight.	Close windows and curtains during periods of high heat or bright sunshine.
	Too many sources of heat in the room (people, computers, electronics, etc.).	Reduce amount of heat sources.
	Return grille is blocked or diffuser vents are shut.	Make sure the return grille and diffusers are unrestricted.
Poor heating performance	The outdoor temperature is extremely low.	Use auxiliary heating device.
	Cold air is entering through doors and windows.	Make sure that all doors and windows are closed during use.
	The air filter is dirty.	Replace the air filter.
	Return grille is blocked or diffuser vents are shut.	Make sure the return grille and diffusers are unrestricted.
Indicator lamps continue flashing or error code appears	<p>The unit may stop operation or continue to run safely. If the indicator lamps continue to flash or error codes appear, wait for about 10 minutes. The problem may resolve itself.</p> <p>If not, turn off the unit, then turn it on again.</p> <p>If the problem persists, disconnect the power and contact your nearest customer service center.</p>	
The unit is not working	Power failure	Wait for the power to be restored
	Remote control batteries are dead	Replace the batteries
	The unit's 3-minute protection has been activated	Wait three minutes after restarting the unit
	Timer is activated	Turn timer off



NOTE

If your problem persists after performing the checks and diagnostics above, or an error code remains, turn off your unit immediately and contact an authorized service center.

LIMITED WARRANTY – PARTS

TEN (10) YEARS PARTS

Subject to all of the terms of this Limited Warranty, including, but not limited to, the specific exclusions set forth below and subject to the Manufacturer's right to inspect and validate the warranty claim as set forth below, Manufacturer will repair or replace, at its option, ANY PART of Covered Equipment that is found to be defective in materials or workmanship. If an exact replacement part is not available, an equivalent part or credit will be provided.

The parts are warranted for a period of ten (10) years to the original owner of the mini-split equipment under normal use and service. For a period of ten (10) years from the date of installation, if any parts prove defective due to improper workmanship and/or material, Durastar will replace any defective part without charge for the part. Replacement parts carry the balance of the original 10-year parts warranty.

To qualify:

- The mini-split equipment must be installed in a residential single-family home.*
- The original mini-split equipment owner must reside in the single-family home.
- The mini-split equipment must be properly installed. This includes installation by a contractor licensed for HVAC installation following all local and state laws.
- Any part to be replaced must be made available in exchange for the replacement.

*Single-family home is defined as any single-family dwelling, which includes apartments, condominiums, duplexes, and homes.

EFFECTIVE DATE OF WARRANTY

The Effective Date of warranty coverage is determined as follows: (a) If the original installation date can be verified by the installer's invoice then the Effective Date of warranty coverage is the original installation date as shown on the installer's invoice. For residential new construction installations, the final occupancy permit, or proof of purchase from the builder can be substituted for the installer's invoice. (b) if the original installation date cannot be verified by the installer's invoice, or proof of purchase from the builder in residential new construction applications, then the Effective Date of warranty coverage is the Covered Equipment's manufacture date (as verified by the product's serial number) plus ninety (90) days.

There is NO LABOR component provided with this warranty. This Limited Warranty does NOT cover any labor costs or expenses for service, NOR for removing or reinstalling parts. You are responsible for all labor costs or expenses, unless a labor service agreement exists between you and your contractor.

This Limited Warranty does NOT cover shipping costs. You are responsible for the cost of shipping warranty replacement parts from our factory to the Manufacturer's distributor and from the distributor to the location of your Covered Equipment. You also are responsible for the cost of shipping failed parts to the distributor and for incidental costs incurred locally, including handling charges. (If in Alaska, Hawaii or Canada, you also must pay the shipping costs of returning the failed part to the port of entry into the continental United States.)

EXCLUSIONS

In addition to the other exclusions identified in this Limited Warranty, this Limited Warranty excludes:

- Damages, malfunctions, or failures resulting from failure to properly install, operate, or maintain Covered Equipment in accordance with the Manufacturer's instructions.
- Damages, malfunctions, or failures resulting from misuse, accident, contaminated, or corrosive atmosphere, vandalism, freight damage, fire, flood, freeze, lightning, acts of war, acts of God and the like.
- Parts installed with Covered Equipment or used in connection with normal maintenance, such as cleaning or replacing air filters, refrigerant, thermostats, tubing, or concrete pads.
- Covered Equipment that is not installed in the United States.

- Covered Equipment that is not installed by a qualified, trained HVAC professional in accordance with applicable codes, ordinances, and good trade practices.
- Damages, malfunctions, or failures resulting from the use of any attachment, accessory, or component not authorized by the Manufacturer or resulting from alteration or modification of the unit.
- Covered Equipment moved from the original installation location.
- Covered Equipment when operated with system components (indoor unit, outdoor unit, coil, and refrigerant control devices) or accessories which do not match or meet the specifications recommended by the Manufacturer.
- Any Covered Equipment manufactured that has been sold to the consumer via the Internet or auction website, and has not been installed by a trained, qualified HVAC professional.
- Covered Equipment that is not part of a properly matched system as specified by the Air Conditioning, Heating & Refrigeration Institute (AHRI).

COMMERCIAL WARRANTY

Installations in commercial applications carry a FIVE (5) YEAR PARTS warranty following the other provisions in this Limited Warranty.

OBTAINING WARRANTY SERVICE

If you believe your product is defective, contact the licensed contractor who installed your mini-split system. Alternatively, contact a licensed contractor, dealer, or distributor.

Durastar Customer Support is available for troubleshooting assistance. Before contacting Customer Support, please locate your model number, serial number, and proof of purchase. These items will be required to complete any warranty service. A Durastar authorized representative will verify warranty eligibility and determine appropriate service options. Service will be provided during normal business days and hours.

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