

Warranty

1.Q: Who should I contact about my warranty?

A: Please email info@essickair.com or call customer service at 1-800-547-3888 (M-F) 7 am – 6pm CST.

2.Q. What documentation is required for a warranty claim?

A: Your sales receipt is required as proof of purchase for all warranty claims.

3.Q: What is covered under my warranty?

A: The Product is warranted against defects in workmanship and materials from date of sale on factory installed components as listed below:

- 2 years – on control, motor and cabinet
- 1 year – factory installed parts/components such as bottles and bottle caps
- 30 days on wicks and filters

The warranty does not apply to damage from accident, misuse, alterations, unauthorized repairs, unauthorized use, mishandling, unreasonable use, abuse, including failure to perform reasonable maintenance, normal wear and tear, nor to the equipment or products being improperly installed or wired or maintained in violation of the Owner's Manual.

4.Q: If I give my unit away or sell it, does the warranty transfer with the unit?

A: Warranty applies only to the original purchaser of the product when it is purchased from a reputable retailer/dealer.

5.Q: What will void my warranty?

A: The warranty will be null and void if purchaser attempts to repair or replace any parts which are mechanical or electrical.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.