

DuctlessAire policy regarding factory refrigerant charge issue is as follows:

If the installing contractor determines that the system is holding pressure with no indication of a leak signifying the system was shipped without refrigerant, the installer should weigh in the needed refrigerant as shown in the system specs, being sure to adjust for any modifications to the original 25' length of line set. Ensure that the entire system (indoor unit, outdoor unit and line set) have been leak tested and are 100% leak free before charging the system. Once the system has been confirmed "leak free" and properly charged by your installing contractor, there will not be any additional warranty regarding refrigerant leaks.

DuctlessAire reimburse the homeowner for the cost of the refrigerant required to properly charge the system based on the amount listed in the unit specs. Reimbursement will be in the amount of the current industry cost per lb., plus a max labor allowance of \$75.00. Example: current cost of R410a is \$100/25 lb. drum

DA1221-H2-O requires 40.6 oz., total allowance for refrigerant will be \$10.15

DA1821-H2-O requires 64 oz., total allowance for refrigerant will be \$16.00

DA2421-H2-O requires 82.9 oz., total allowance for refrigerant will be \$20.73

If reimbursement is requested, please email or mail us a copy of the itemized invoice from the installation company along with a copy of the completed HVAC Technician Checklist form.