



## Variable Speed Heat Pump Ductless Split Systems

# US Trade Price Book - 2022

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*Effective 9/23/22*

Inverter

Deluxe  
heat



*Comfort Where It Counts*

[www.emiretroaire.com](http://www.emiretroaire.com)



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# I-Verter Series Variable Speed Heat Pump Ductless Split Systems Air Handler Decoding

## Single and Multi Zone Wall Air Handler (Heat Pump)

Model				Nominal Rated Capacity		Voltage	Open	Product Revision
Wall Air Handler	Heat Pump							
W	A	L	H	0	9	A	A	A
				09 - 9,000 Btu/h		<b>A - 115 V/1 ph/ 60 Hz (9k/12k) only</b> D - 208/230 V/1 ph/ 60 Hz		
				12 - 12,000 Btu/h				
				18 - 18,000 Btu/h				
				24 - 24,000 Btu/h				
				30 - 30,000 Btu/h				
				36 - 36,000 Btu/h				
Example shown above - Customer to make selection based on highlighted cells. Note: No Internal Condensate Pump								

## Single and Multi Zone Ceiling Cassette Air Handler (Heat Pump)

Model				Nominal Rated Capacity		Voltage	Open	Product Revision
Cassette Air Handler	Heat Pump							
C	A	S	H	0	9	D	A	A
<b>Operational with both I-verter and Deluxe Heat Series</b>				09 - 9,000 Btu/h		D - 208/230 V/1 ph/ 60 Hz		
				12 - 12,000 Btu/h				
				18 - 18,000 Btu/h				
				24 - 24,000 Btu/h				
Example shown above - Customer to make selection based on highlighted cells. <span style="float: right;">Note:</span> Includes Internal Condensate Pump								

# I-Verter Series Variable Speed Heat Pump Ductless Split Systems Condenser Decoding

## Single Zone Condenser (Heat Pump)

Model Single	Zone	Number of Zones	Heat Pump	Nominal Rated Capacity		Voltage	Open	Product Revision							
<b>S</b>	<b>Z</b>	<b>1</b>	<b>H</b>	<b>0</b>	<b>9</b>	<b>A</b>	<b>A</b>	<b>A</b>							
				<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">09 - 9,000 Btu/h</td></tr> <tr><td style="text-align: center;">12 - 12,000 Btu/h</td></tr> <tr><td style="text-align: center;">18 - 18,000 Btu/h</td></tr> <tr><td style="text-align: center;">24 - 24,000 Btu/h</td></tr> <tr><td style="text-align: center;">30 - 30,000 Btu/h</td></tr> <tr><td style="text-align: center;">36 - 36,000 Btu/h</td></tr> </table>		09 - 9,000 Btu/h	12 - 12,000 Btu/h	18 - 18,000 Btu/h	24 - 24,000 Btu/h	30 - 30,000 Btu/h	36 - 36,000 Btu/h	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;"> <b>A - 115V / 1 ph / 60 Hz (9k/12k) sizes only</b>  <hr/> D - 208/230V/1ph/60Hz </td> </tr> </table>			<b>A - 115V / 1 ph / 60 Hz (9k/12k) sizes only</b> <hr/> D - 208/230V/1ph/60Hz
09 - 9,000 Btu/h															
12 - 12,000 Btu/h															
18 - 18,000 Btu/h															
24 - 24,000 Btu/h															
30 - 30,000 Btu/h															
36 - 36,000 Btu/h															
<b>A - 115V / 1 ph / 60 Hz (9k/12k) sizes only</b> <hr/> D - 208/230V/1ph/60Hz															

Example shown above - Customer to make selection based on highlighted cells.

## Multi Zone Condenser (Heat Pump)

Model Multi	Zone	Number of Zones	Heat Pump	Nominal Rated Capacity		Voltage	Open	Product Revision									
<b>M</b>	<b>Z</b>	<b>2</b>	<b>H</b>	<b>1</b>	<b>8</b>	<b>D</b>	<b>A</b>	<b>A</b>									
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">2</td></tr> <tr><td style="text-align: center;">3</td></tr> <tr><td style="text-align: center;">4</td></tr> <tr><td style="text-align: center;">5</td></tr> </table>	2	3	4	5		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">18 - 18,000 Btu/h</td></tr> <tr><td style="text-align: center;">27 - 27,000 Btu/h</td></tr> <tr><td style="text-align: center;">36 - 36,000 Btu/h</td></tr> <tr><td style="text-align: center;">45 - 48,000 Btu/h</td></tr> </table>		18 - 18,000 Btu/h	27 - 27,000 Btu/h	36 - 36,000 Btu/h	45 - 48,000 Btu/h	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;"> D - 208/230V/1ph/60Hz </td> </tr> </table>			D - 208/230V/1ph/60Hz
2																	
3																	
4																	
5																	
18 - 18,000 Btu/h																	
27 - 27,000 Btu/h																	
36 - 36,000 Btu/h																	
45 - 48,000 Btu/h																	
D - 208/230V/1ph/60Hz																	

Example shown above - Customer to make selection based on highlighted cells.



# I-Verter Variable Speed Heat Pump Ductless Split Systems

### Single Zone Condensors

- 12k, 18k, 24k, 30k
- 115 V (9k and 12k only)
- 208-230 V

### Multi-Zone Condensors

- 18k, 27k, 36k, 48k
- 208-230 V

### Air Handlers

### Ceiling Cassettes



### Features:

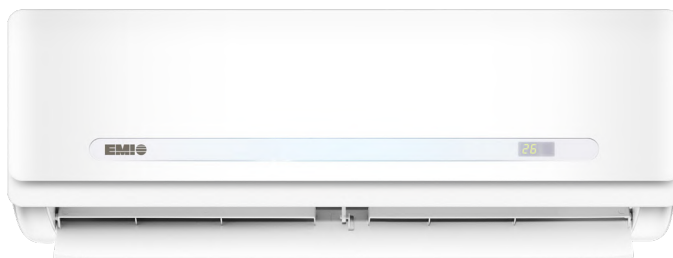
- Inverter Technology
- Low Ambient Cooling and Heating
- "Follow Me" Technology
- Handheld Remote Controller
- Turbo Mode
- Auto Restart
- Auto-Level Swing Louvers
- 24-Hour Timer

### Warranty:

EMI I-verter systems feature a limited 2-year parts and 6-year compressor warranty.



Outdoor Condensors



Air Handler



Ceiling Cassettes

## I-Verter Single Zone Variable Speed Heat Pump Ductless Split Systems

Single Zone Wall Air Handler Systems											
Btu/h	Indoor Item#	Voltage	Wgt. lb	Indoor\$	Outdoor Item#	Wgt. lb	Outdoor\$	SEER	HSPF	EER	Trade\$
9,000	WALH09AAA	115 V	22	\$630	SZ1H09AAA	31.5	\$973	22.5	10.5	13.5	\$1,603
12,000	WALH12AAA	115 V	22	\$701	SZ1H12AAA	40	\$1,133	21.5	11.2	12.5	\$1,834
12,000	WALH12DAA	208-230 V	22	\$711	SZ1H12DAA	40	\$1,147	21.5	9.8	13	\$1,858
18,000	WALH18DAA	208-230 V	37	\$968	SZ1H18DAA	49.1	\$1,531	20.8	10	13	\$2,499
30,000	WALH30DAA	208-230 V	55.6	\$1,580	SZ1H30DAA	67	\$2,554	18.0	9.6	10.5	\$4,134
Single Zone Ceiling Cassette Systems											
Btu/h	Indoor #	Voltage	Wgt. lb	Indoor\$	Outdoor #	Wgt. lb	Outdoor\$	SEER	HSPF	EER	Trade\$
12,000	CASH12DAA	208-230 V	41	\$921	SZ1H12DAA	40	\$1,147	21.5	10.5	14.0	\$2,068
18,000	CASH18DAA	208-230 V	41.5	\$994	SZ1H18DAA	49.1	\$1,531	20.0	10.3	12.5	\$2,525
Btu/h	Facia Item#	- MUST BE ORDERED WITH ABOVE CEILING CASSETTE (CASH) UNITS									Trade\$
9,000	TMBQ403E	Facia Panel - Must be ordered with unit listed above. Packaged and Sold Separately.									\$128
12,000											
18,000	TMBQ02C1	Facia Panel - Must be ordered with unit listed above. Packaged and Sold Separately.									\$148
24,000											

## I-Verter Multi Zone Variable Speed Heat Pump Ductless Split Systems

Multi Zone Outdoor Condensers									
Btu/h	Outdoor Item#	Voltage	Zones	Wgt. lb	SEER	HSPF	EER	Outdoor\$	
18,000	MZ2H18DAA	208-230 V	2	115	21.5	10	12.5	\$2,735	
27,000	MZ3H27DAA	208-230 V	3	161	22	9.8	12	\$3,529	
36,000	MZ4H36DAA	208-230 V	4	168	22.5	10.3	10.9	\$4,814	
48,000	MZ5H45DAA	208-230 V	5	255	21.5	10.4	11.6	\$6,230	
Multi Zone Indoor Wall Air Handlers									
Btu/h	Indoor Item#	Voltage	Type	Wgt. lb	SEER	HSPF	EER	Indoor\$	
9,000	WALH09DAA	208-230 V	Wall	22	22.8	10.5	14.0	\$685	
12,000	WALH12DAA	208-230 V	Wall	22	21.5	9.8	13.0	\$711	
18,000	WALH18DAA	208-230 V	Wall	37	20.8	10.0	13.0	\$968	
Multi Zone Indoor Ceiling Cassette Air Handlers									
Btu/h	Indoor Item#	Voltage	Type	Wgt. lb	SEER	HSPF	EER	Indoor\$	
9,000	CASH09DAA	208-230 V	Cassette	38.5	20.0	10.5	13.0	\$861	
12,000	CASH12DAA	208-230 V	Cassette	41	21.5	10.5	14.0	\$921	
18,000	CASH18DAA	208-230 V	Cassette	41.5	20.0	10.3	12.5	\$994	
24,000	CASH24DAA	208-230 V	Cassette	54.4	20.0	10.5	12.5	\$1,186	
Btu/h	Facia Item#	- MUST BE ORDERED WITH ABOVE CEILING CASSETTE (CASH) UNITS							Trade\$
9,000	TMBQ403E	Facia Panel - Must be ordered with unit listed above. Packaged and Sold Separately.							\$128
12,000									
18,000	TMBQ02C1	Facia Panel - Must be ordered with unit listed above. Packaged and Sold Separately.							\$148
24,000									

**Notes:**

Control & Power wiring are high-voltage, field-supplied per local code requirements.  
 An Infrared Hand-Held Remote Controller comes with every air handler.  
 Optional Wired Wall Thermostats are available.

## Deluxe Heat Series Variable Speed Heat Pump Ductless Split Systems Air Handler Decoding

### Deluxe Heat Wall Air Handler (Heat Pump)

Deluxe Heat					Wall Air Handler		Nominal Rated Capacity		Voltage		Product Revision	
<b>D</b>	<b>H</b>	<b>W</b>	<b>A</b>	<b>L</b>	<b>0</b>	<b>9</b>	<b>D</b>	<b>A</b>				
					09 - 9,000 Btu/h		D-208-230 V/1 ph/ 60 Hz					
					12 - 12,000Btu/h							
					18 - 18,000 Btu/h							
					24 - 24,000 Btu/h							

Example shown above - Customer to make selection based on highlighted cells

### Single and Multi Zone Ceiling Cassette Air Handler (Heat Pump)

Model				Nominal Rated Capacity		Voltage		Open		Product Revision	
Ceiling Cassette Air Handler											
<b>C</b>	<b>A</b>	<b>S</b>	<b>H</b>	<b>0</b>	<b>9</b>	<b>D</b>	<b>A</b>	<b>A</b>			
<b>Operational with both I-verter and Deluxe Heat Series</b>				09 - 9,000 Btu/h		D - 208/230 V/1 ph/ 60 Hz					
				12 - 12,000 Btu/h							
				18 - 18,000 Btu/h							
				24 - 24,000 Btu/h							

Example shown above - Customer to make selection based on highlighted cells.



## Deluxe Heat Series Variable Speed Heat Pump Ductless Split Systems Condenser Decoding

### Deluxe Heat Single Zone Condenser (Heat Pump)

Deluxe Heat		Single Zone			Nominal Rated Capacity		Voltage	Product Revision
1	2	3	4	5	6	7	8	9
<b>D</b>	<b>H</b>	<b>S</b>	<b>Z</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>D</b>	<b>A</b>
Deluxe Heat Series Heat Pump					09 - 9,000 Btu/h		D-208-230 V/1 ph/ 60 Hz	
					12 - 12,000Btu/h			
					18 - 18,000 Btu/h			
					24 - 24,000 Btu/h			

Example shown above - Customer to make selection based on highlighted cells.

### Deluxe Heat Multi Zone Condenser (Heat Pump)

Deluxe Heat		Single Zone			Nominal Rated Capacity		Voltage	Product Revision
1	2	3	4	5	6	7	8	9
<b>D</b>	<b>H</b>	<b>M</b>	<b>Z</b>	<b>2</b>	<b>1</b>	<b>8</b>	<b>D</b>	<b>A</b>
Deluxe Heat Series Heat Pump					2		D-208-230 V/1 ph/ 60 Hz	
					3			
					4			



## Deluxe Heat Variable Speed Heat Pump Ductless Split Systems

### Single Zone Condensers

- 9k, 12k, 18k
- 208-230 V

### Multi-Zone Condensers

- 18k, 27k, 36k
- 208-230 V

### Air Handlers

### Ceiling Cassettes

### Features:

- Inverter Technology
- -22°F to 122°F Operating Range
- Low Ambient Heating Operation with 100% Heating Capacity at 0°F (DHSZ Models)
- Low Ambient Cooling with Built-in Low Ambient Controls
- ENERGY STAR® Certified
- Condenser Chassis Drain Pan Heater to Prevent Defrosting Water from Accumulating
- Turbo Mode - Boosts Compressor Capacity for Rapid Cooling or Heating
- Compressor Crankcase Heater
- Anti-cold Air Function
- High Density Filter
- Automatically Detects Refrigerant Leaks
- "Follow Me" Technology
- Handheld Remote Controller
- 24-Hour Timer

### Warranty:

Deluxe Heat Ductless Systems come with a limited 3-year parts warranty and 10-year compressor warranty.



# Deluxe heat



Outdoor Condensor



Air Handler



Ceiling Cassettes

## Deluxe Heat Single Zone Variable Speed Heat Pump Ductless Split Systems

Single Zone Wall Air Handler Systems											
Btu/h	Indoor #	Voltage	Wgt. lb	Indoor\$	Outdoor #	Wgt. lb	Outdoor\$	SEER	HSPF	EER	Trade\$
9,000	DHWAL09DA	208-230V	19.8	\$778	DHSZ109DA	88.2	\$1,533	25.0	11.2	14.5	\$2,311
12,000	DHWAL12DA	208-230V	19.8	\$806	DHSZ112DA	88.2	\$1,601	22.5	12.0	13.0	\$2,407
Single Zone Ceiling Cassette Systems											
Btu/h	Indoor #	Voltage	Wgt. lb	Indoor\$	Outdoor #	Wgt. lb	Outdoor\$	SEER	HSPF	EER	Trade\$
9,000	CASH09DAA	208-230V	38.5	\$861	DHSZ109DA	88.2	\$1,533	25.0	11.2	14.5	\$2,394
12,000	CASH12DAA	208-230V	41.0	\$921	DHSZ112DA	88.2	\$1,601	22.5	12.0	13.0	\$2,522
18,000	CASH18DAA	208-230V	41.5	\$994	DHSZ118DA	107.4	\$1,978	20.0	10.3	12.5	\$2,972

Btu/h	Facia Item #	- MUST BE ORDERED WITH ABOVE CEILING CASSETTE (CASH) UNITS									Trade\$
9,000											
12,000	TMBQ403E	Facia Panel - Must be ordered with unit listed above. Packaged and Sold Separately.									\$128
18,000											
24,000	TMBQ02C1	Facia Panel - Must be ordered with unit listed above. Packaged and Sold Separately.									\$148

## Deluxe Heat Multi Zone Variable Speed Heat Pump Ductless Split Systems

Multi Zone Outdoor Condensers								
Btu/h	Outdoor #	Voltage	Zones	Wgt. lb	SEER	HSPF	EER	Outdoor\$
18,000	DHMZ218DA	208-230V	2	149.9	21.5	9.8	12.5	\$3,455
27,000	DHMZ327DA	208-230V	3	156.5	22.0	10.4	13.0	\$4,409
36,000	DHMZ436DA	208-230V	4	223.8	21.5	10.5	13.5	\$6,081

Multi Zone Indoor Wall Air Handlers								
Btu/h	Indoor #	Voltage	Type	Wgt. lb	SEER	HSPF	EER	Indoor\$
9,000	DHWAL09DA	208-230 V	Wall	19.8	25.0	11.2	14.5	\$778
12,000	DHWAL12DA	208-230 V	Wall	19.8	22.5	12.0	13.0	\$806
24,000	DHWAL24DA	208-230 V	Wall	39.9	20.5	11.5	13.0	\$1,339

Multi Zone Indoor Ceiling Cassette Air Handlers									
Btu/h	Indoor #	Voltage	Type	Wgt. lb	SEER	HSPF	EER	Indoor\$	
9,000	CASH09DAA	208-230 V	Cassette	38.5	20.0	10.5	13.0	\$861	
12,000	CASH12DAA	208-230 V	Cassette	41.0	21.5	9.8	13.0	\$921	
18,000	CASH18DAA	208-230 V	Cassette	41.5	20.0	10.3	12.5	\$994	
24,000	CASH24DAA	208-230 V	Cassette	54.4	20.0	10.5	12.5	\$1,186	
Btu/h	Facia Item #	- MUST BE ORDERED WITH ABOVE CEILING CASSETTE (CASH) UNITS							Trade\$
9,000									
12,000	TMBQ403E	Facia Panel - Must be ordered with unit listed above. Packaged and Sold Separately.							\$128
18,000									
24,000	TMBQ02C1	Facia Panel - Must be ordered with unit listed above. Packaged and Sold Separately.							\$148

**Notes:**

- Control & Power wiring are high-voltage, field-supplied per local code requirements.
- An Infrared Hand-Held Remote Controller comes with every air handler.
- Optional Wired Wall Thermostats are available.

## I-Verter & Deluxe Heat Split System Combinations

<b>Air Handler Combinations, per Condenser Model</b>				
Model #	2-Zone	3-Zone	4-Zone	5-Zone
<b>MZ2H18DAA / DHMZ218DA</b>	9K + 9K			
	9K + 12K			
	12K + 12K			
<b>MZ3H27DAA / DHMZ327DA</b>	9K + 9K	9K + 9K + 9K		
	9K + 12K	9K + 9K + 12K		
	9K + 18K	9K + 12K + 12K		
	12K + 12K	9K + 9K + 18K		
	12K + 18K	12K + 12K + 12K		
	18K + 18K			
<b>MZ4H36DAA / DHMZ436DA</b>	9K + 9K	9K + 9K + 9K	9K + 9K + 9K + 9K	
	9K + 12K	9K + 9K + 12K	9K + 9K + 9K + 12K	
	9K + 18K	9K + 9K + 18K	9K + 9K + 9K + 18K	
	9K + 24K	9K + 12K + 12K	9K + 9K + 12K + 12K	
	12K + 12K	9K + 12K + 18K	9K + 9K + 12K + 18K	
	12K + 18K	9K + 18K + 18K	9K + 12K + 12K + 12K	
	12K + 24K	12K + 12K + 12K	12K + 12K + 12K + 12K	
	18K + 18K	12K + 12K + 18K		
		12K + 12K + 24K		
		12K + 18K + 18K		
<b>MZ5H45DAA</b>	9K + 18K	9K + 9K + 9K	9K + 9K + 9K + 9K	9K + 9K + 9K + 9K + 9K
	9K + 24K	9K + 9K + 12K	9K + 9K + 9K + 12K	9K + 9K + 9K + 9K + 12K
	12K + 12K	9K + 9K + 18K	9K + 9K + 9K + 18K	9K + 9K + 9K + 9K + 18K
	12K + 18K	9K + 9K + 24K	9K + 9K + 9K + 24K	9K + 9K + 9K + 9K + 24K
	12K + 24K	9K + 12K + 12K	9K + 9K + 12K + 12K	9K + 9K + 9K + 12K + 12K
	18K+18K	9K + 12K + 18K	9K + 9K + 12K + 18K	9K + 9K + 9K + 12K + 18K
	18K+24K	9K + 12K + 24K	9K + 9K + 12K + 24K	9K + 9K + 9K + 18K + 18K
	24K+24K	9K + 18K + 18K	9K + 9K + 18K + 18K	9K + 9K + 12K + 12K + 12K
		9K + 18K + 24K	9K + 9K + 18K + 24K	9K + 9K + 12K + 12K + 18K
		9K + 24K + 24K	9K + 12K + 12K + 12K	9K + 12K + 12K + 12K + 12K
		12K + 12K + 12K	9K + 12K + 12K + 18K	9K + 12K + 12K + 12K + 18K
		12K + 12K + 18K	9K + 12K + 18K + 18K	12K + 12K + 12K + 12K + 12K
		12K + 12K + 24K	9K + 12K + 12K + 24K	
		12K + 18K + 18K	12K + 12K + 12K + 18K	
		12K + 18K + 24K	12K + 12K + 12K + 24K	
		12K + 24K + 24K	12K + 12K + 18K + 18K	
		18K + 18K + 18K		
		18K + 18K + 24K		

## I-Verter & Deluxe Heat Series - Line Sets & Accessories

Single & Multi-Zone Line Sets (in x in x ft)		
Part #	Description	Trade\$
F0323161A	Insulated Tube Set, 3/8 in X 1/4 in X 16 ft (5 meters) Flared Connections WALH , DHWAL, CASH 09 size only	\$81
F0323261A	Insulated Tube Set, 3/8 in X 1/4 in X 26 ft (8 meters) Flared Connections WALH , DHWAL, CASH 09 size only	\$127
F0323491	Insulated Tube Set, 3/8 in X 1/4 in X 49 ft (15 meters) Flared Connections WALH , DHWAL, CASH 09 size only	\$250
F0423161A	Insulated Tube Set, 1/2 in X 1/4 in X 16 ft (5 meters) Flared Connections WALH , DHWAL, CASH 12 & 18 sizes	\$95
F0423261A	Insulated Tube Set, 1/2 in X 1/4 in X 26 ft (8 meters) Flared Connections WALH , DHWAL, CASH 12 & 18 sizes	\$150
F0423491	Insulated Tube Set, 1/2 in X 1/4 in X 49 ft (15 meters) Flared Connections WALH , DHWAL, CASH 12 & 18 sizes	\$278
F0533262A	Insulated Tube Set, 5/8 in X 3/8 in X 26 ft (8 meters) Flared Connections WALH , DHWAL, CASH 24, 30 & 36 sizes	\$220
F0533492A	Insulated Tube Set, 5/8 in X 3/8 in X 49 ft (15 meters) Flared Connections WALH , DHWAL, CASH 24, 30 & 36 sizes	\$370
Single & Multi-Zone Accessories		
Part #	Description	Trade\$
240003106	Condensate Pump, Stand-Alone, 208-230 V, 144 in Lift, External Floor Mount, Field-installed	\$127
240003107	Condensate Pump, Stand-Alone, 115 V, 144 in Lift, External Floor Mount, Field-installed	\$127
KJR12B	Wired Wall Thermostat, Celsius	\$83
KJR12BDPTF1	Wired Wall Thermostat, Fahrenheit	\$83

## TERMS & CONDITIONS OF SALE - GENERAL TERMS

**PRICES & SPECIFICATIONS:** All pricing and specifications subject to change without notice. The prices herein supersede all prior quotations.

**ORDERS:** Orders will be accepted based on prices in effect at the time the order is received. No order or contract will become an obligation on our part until accepted by the General Sales Department. ECR International shall not be liable for any delay or failure in the delivery or shipment of goods due to any cause or causes beyond its control.

**LEAD TIMES:** Customers are encouraged to check with the factory for product availability. ECR will not carry inventory of special models.

**LARGE JOBS:** Please consult factory for pricing and availability for any special-order models or more than 48 systems.

**TAXES:** Add to the prices and terms quoted any manufacturers' or sales tax payable on the transaction under any effective statute. All orders must include sales tax or resale certificate of sales tax exemption (If not already on file).

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## SHIPMENTS

**FREIGHT TERMS:** Free Freight Allowed on 16 Systems or more to any Single Destination in Continental US excluding Alaska. Orders with other ECR products can be combined to qualify against standard freight policy.

**F.O.B. ECR INTERNATIONAL - FACTORY OR WAREHOUSE**

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## SALES ORDER INFORMATION CHECK LIST

The following information must be included on equipment or parts orders to insure proper shipment & invoicing:

- |  |  |
|--|--|
| 1) Purchase Order Number                       | 7) Pricing   |
| 2) Bill to Address                             | 8) Product Description (Model, Size, etc.)   |
| 3) Ship to Address                             | 9) Electrical (Operating Voltage, Cycles, Phases, etc.)  |
| 4) Method of Shipment (trailer load, UPS)      | 10) Non-Standard Equipment (Indicate "Optional" when substituted for standard equipment at extra cost listed. Indicate added to standard equipment.) |
| 5) Requested Ship Date                         | 11) Kits or Parts (Orders for kits or parts must indicate equipment size and series.)  |
| 6) Special Instructions ("Carrier to call...") |  |

Send orders to:

**E-mail: [ecrorderentry@ecrinternational.com](mailto:ecrorderentry@ecrinternational.com)**

**Fax: (315) 724-9319**

Please note the following Remit to Address:

**ECR International, Inc.  
P.O. Box 8000 Department 039  
Buffalo, NY 14267**

## U.S. DISTRIBUTOR - RETURN MATERIAL POLICY

**Prior Approval Required** - All returns for exchange, credit, repair service or warranty claim must be approved by ECR International and require an RMA number prior to return of the material. A request must be completed via the online web portal. Please log on to [www.ecrcustomerportal.com](http://www.ecrcustomerportal.com) to complete your request for return. If you do not already have access to the customer web portal, please contact ECR International Customer Service at 1-800-325-5479 to be set-up.

**Eligibility** – An RMA Request must be received within 60 days from the date of invoice for returns of New & Unused product in original packaging. A restocking fee of 15% will be charged for all new and unused returns that are approved for return. Special Order Products (items not offered as standard in ECR International trade price book) are not eligible for return as new and unused product. Request for Warranty Returns must be made within the period covered by the warranty and must fall under the terms and conditions specified in the warranty.

**Repair Service** - Request for repair or rework of product damaged by customer is classified as Repair Service. Repair Service is billed at \$75.00 per hour for labor and net price for parts used in repair/rework. ECR International's Return Material (RM) department will evaluate the items returned for repair service. The customer will receive an estimate for the dollar amount, determined by ECR International's RM department, required to complete the repairs requested. A Purchase Order (PO) from the customer for that amount will be required before any work is performed.

**RMA Expiration Parts** - Once the RMA number is issued, the product must be returned within 60 days of the RMA date, or the RMA will be canceled. Products approved for return that are received after 60 days from the RMA date will not be accepted.

**Shipping & Packaging** - All returns must have a valid RMA number clearly displayed on the exterior of the package or the package will not be accepted. All returns of new and unused product must be in the original packaging. All returns must be shipped prepaid by the customer unless otherwise directed by ECR as indicated on the RMA Verification. Ship all approved return material to the facility indicated on the approved RMA Request by the date indicated.

**Replacement Product** - If replacement product is desired it must be indicated on the RMA Request. A PO# is required for the replacement shipment and must be indicated on the RMA Request. All replacement products will be invoiced at the time of shipment. ECR will pay the ground freight for all warranty replacements.

**Application of Credit** - Credit for returned product will be applied to the customer's account (less restocking fees for New and Unused returns) only after confirmation of receipt by ECR and inspection of the product. Issuance of a credit for a partial return of product does not relieve the customer from the obligation to remit payment for the merchandise not returned in accordance with the payment terms referenced on the customer's invoice(s). Customer will have the option to have any product that is denied for credit returned at their expense.

**Returning Installed Finished Goods** (Complete boilers, furnaces, A/C units etc.)

- Equipment that is already installed should be repaired not replaced. Exceptions: leaking cast iron boilers in their first year or leaking water tanks. Leaking drain valves on water tanks are replaceable, make sure the leak is not on the valve. Tanks returned with the only leak being on the valve will be denied.
- Cast iron blocks (not complete boilers) older than one year and Indirect tanks that are leaking do not require prior approval. Simply type "Leaking" into the Authorization field and it will be accepted. Complete Cast iron boilers within their first year will still require prior authorization for full boiler replacement.
- Water leaks on copper and condensing boilers are repairable and will require prior authorization for any reason for removal.
- To guarantee credit, if a situation arises where equipment does need to be replaced, **prior authorization** from ECR is required. This will ensure that ECR has visibility to the problem and has had an opportunity to correct it prior to removal. *All equipment considered for removal should first be brought to the attention of Technical Support at 1-800-253-7900.*
- If approved, an authorization number will be given that will need to be entered in the RMA on the Customer Portal.
- For equipment that is removed from service without prior authorization by ECR, contact Customer Service. They will evaluate the circumstance and can issue a conditional RMA. The equipment will be tested in our lab to determine if removal was warranted and if credit will be given.

**RMA Expiration Equipment** - Once the RMA number is issued, the product must be returned within 30 days of the RMA date, or the RMA will be canceled. Products approved for return that are received after 30 days from the RMA date will not be accepted.



*Comfort Where It Counts*

[www.emiretroaire.com](http://www.emiretroaire.com)



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[www.ecrinternational.com](http://www.ecrinternational.com)

All specifications subject to change without notice.  
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