



**Maximum & Advantage Series
Variable Speed Heat Pump Ductless Split Systems
US Trade Price Book - 2023**

Effective 1/1/23

Advantage Single Zone Systems



Maximum Single & Multi Zone Systems



Comfort Where It Counts



www.emiductless.com

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PN 240013740 REV. B [08/30/2023]

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- Literature

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Advantage Series Variable Speed Heat Pump Ductless Split Systems

Decoding

Single Zone Wall Air Handler (Heat Pump)

Model	Wall Air Handler	Heat Pump	Nominal Rated Capacity	Voltage	Open	Brand			
A	D	W	A	L	09	D	A	E	M
			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	D - 208/230 V/1 ph/ 60 Hz					

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

Single Zone Condenser (Heat Pump)

Model	Condenser	Heat Pump	Nominal Rated Capacity	Voltage	Open	Brand			
A	D	S	Z	1	09	D	A	E	M
			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	D - 208/230 V/1 ph/ 60 Hz					

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



Advantage Series Variable Speed Heat Pump Ductless Split Systems

Single Zone Condensers

- 9k, 12k, 18k, 24k, 30k, 36k
- 208-230 V

Wall Air Handlers

- 9k, 12k, 18k, 24k, 30k, 36k
- 208-230 V

Features:

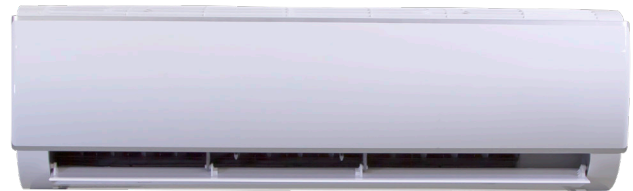
- Inverter Technology
- Low Ambient Cooling and Heating
- Handheld Remote Controller Included
- Turbo Mode
- Auto Restart
- Auto-Level Swing Louvers
- 24-Hour Timer

Limited Warranty:

EMI Advantage Series systems feature a limited 2-year parts and 5-year compressor warranty.



Outdoor Condenser



Wall Air Handler



Advantage Series, 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\$	EER2	SEER2	HSPF2	Trade\$
9,000	ADWAL09DAEM	208-230 V	22	\$411	ADSZ109DAEM	56	\$878	10.5	18.5	8.8	\$1,289
12,000	ADWAL12DAEM	208-230 V	22	\$439	ADSZ112DAEM	56	\$933	8.8	17.6	8.8	\$1,372
18,000	ADWAL18DAEM	208-230 V	29	\$556	ADSZ118DAEM	70	\$1,228	9.8	18.2	8.6	\$1,784
24,000	ADWAL24DAEM	208-230 V	37	\$700	ADSZ124DAEM	105	\$1,633	8.8	16.7	8.0	\$2,333
30,000	ADWAL30DAEM	208-230 V	50	\$1,000	ADSZ130DAEM	153	\$2,861	11.0	21.0	9.1	\$3,861
36,000	ADWAL36DAEM	208-230 V	53	\$1,056	ADSZ136DAEM	159	\$3,111	8.5	17.5	8.6	\$4,167

Notes:

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

Maximum Heating Series Variable Speed Heat Pump Ductless Split Systems Air Handler Decoding

Maximum Heating Wall Air Handler (Heat Pump)

Model	Wall Air Handler	Nominal Rated Capacity	Voltage	Product Revision	Brand
M	H	W	A	L	06
		06 - 6,000 Btu/h	D	A	E
		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					

Maximum Heating Ceiling Air Handler (Heat Pump)

Model	Ceiling Air Handler	Nominal Rated Capacity	Voltage	Product Revision	Brand
M	H	C	A	S	09
		09 - 9,000 Btu/h	D	A	E
		12 - 12,000 Btu/h	D-208-230 V/1 ph/ 60 Hz		
		18 - 18,000 Btu/h			
		24 - 24,000 Btu/h			
Example shown above - Customer to make selection based on highlighted cells					

Maximum Heating Series Variable Speed Heat Pump Ductless Split Systems Condenser Decoding

Maximum Heating Series Single Zone Condenser (Heat Pump)

Model		Single Zone					Voltage	Product Revision	Brand	
1	2	3	4	5	6	7	8	9		
M	H	S	Z	1	0	9	D	A	E	M
Heat Pump					06 - 6,000 Btu/h		D-208-230 V/1 ph/ 60 Hz			
					09 - 9,000 Btu/h					
					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.

Maximum Heating Series Multi Zone Condenser (Heat Pump)

Model		Single Zone					Voltage	Product Revision	Brand	
1	2	3	4	5	6	7	8	9		
M	H	M	Z	2	1	8	D	A	E	M
Heat Pump					2		D-208-230 V/1 ph/ 60 Hz			
					3					
					4					
					5					
					5					



Maximum Heat Pump Series Variable Speed Heat Pump Ductless Split Systems

Single Zone Condensers

- 6k, 9k, 12k, 18k, 24k
- 208-230 V

Multi-Zone Condensers

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

Wall Air Handlers

- 6k, 9k, 12k, 18k, 24k
- 208-230 V

Ceiling Cassette Air Handlers

- 9k, 12k, 18k, 24k
- 208-230 V

Features:

- Inverter Technology
- -22°F to 122°F Outdoor Operating Range
- Low Ambient Heating & Cooling
- ENERGY STAR® Certified
- Turbo Mode - Boosts Compressor Capacity for Rapid Cooling or Heating
- Compressor Crankcase Heater
- Anti-cold Air Function
- High Density Filter
- Automatically Detects Refrigerant Leaks
- Handheld Remote Controller Included
- 24-Hour Timer

Limited Warranty:

Maximum Heat Pump Ductless Systems come with a limited 5-year parts warranty and 10-year compressor warranty.



Outdoor Condenser



Wall Air Handler



Ceiling Cassette Air Handler

Maximum Series, 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\$	EER2	SEER2	HSPF2	Trade\$
6,000	MHWAL06DAEM	208-230V	29	\$611	MHSZ106DAEM	69	\$1,250	15.8	26.5	13.6	\$1,861
9,000	MHWAL09DAEM	208-230V	29	\$639	MHSZ109DAEM	80	\$1,850	16.2	28.1	11.5	\$2,489
12,000	MHWAL12DAEM	208-230V	29	\$700	MHSZ112DAEM	79	\$1,900	14.0	25.5	10.4	\$2,600
18,000	MHWAL18DAEM	208-230V	36	\$978	MHSZ118DAEM	108	\$2,278	12.5	21.5	11.3	\$3,256
24,000	MHWAL24DAEM	208-230V	55	\$1,044	MHSZ124DAEM	144	\$3,011	13.0	21.5	11.4	\$4,055

Single Zone Ceiling Cassette Systems											
Btu/h	Indoor #	Voltage	Wgt. lb	Indoor\$	Outdoor #	Wgt. lb	Outdoor\$	EER2	SEER2	HSPF2	Trade\$
9,000	MHCAS09DAEM	208-230V	38	\$1,028	MHSZ109DAEM	80	\$1,850	13.0	20.5	10.3	\$2,878
12,000	MHCAS12DAEM	208-230V	41	\$1,139	MHSZ112DAEM	79	\$1,900	12.7	22.2	10.2	\$3,039
18,000	MHCAS18DAEM	208-230V	47	\$1,194	MHSZ118DAEM	108	\$2,278	12.5	20.0	9.5	\$3,472
24,000	MHCAS24DAEM	208-230V	55	\$1,278	MHSZ124DAEM	144	\$3,011	11.0	20.5	11.5	\$4,289

Btu/h	Facia Item #	- MUST BE ORDERED WITH ABOVE CEILING CASSETTE (CAS) UNITS									Trade\$
9,000	240013566	Facia Panel - Must be ordered with unit listed above. Packaged and Sold Separately.									\$150
12,000											
18,000											
24,000	240013567	Facia Panel - Must be ordered with unit listed above. Packaged and Sold Separately.									\$233

Maximum Series, Multi Zone Variable Speed Heat Pump Ductless Split Systems

Multi Zone Outdoor Condensers										
Btu/h	Outdoor #	Voltage	Zones	Wgt. lb	EER2*	SEER2*	HSPF2*			Trade\$
18,000	MHMZ218DAEM	208-230V	2	149	12.5	22.0	9.8			\$3,078
*(2x) MHWAL09DAEM										
27,000	MHMZ327DAEM	208-230V	3	180	12.5	23.0	10.6			\$4,622
*(3x) MHWAL09DAEM										
36,000	MHMZ436DAEM	208-230V	4	254	13.6	22.2	10.3			\$5,850
*(4x) MHWAL09DAEM										
48,000	MHMZ548DAEM	208-230V	5	270	11.7	21.7	9.8			\$6,722
*(4x) MHWAL09DAEM + (1x) MHWAL12DAEM										

Multi Zone Indoor Wall Air Handlers										
Btu/h	Indoor #	Voltage	Type	Wgt. lb						Trade\$
6,000	MHWAL06DAEM	208-230 V	Wall	29						\$611
9,000	MHWAL09DAEM	208-230 V	Wall	29						\$639
12,000	MHWAL12DAEM	208-230 V	Wall	29						\$700
18,000	MHWAL18DAEM	208-230 V	Wall	36						\$978
24,000	MHWAL24DAEM	208-230 V	Wall	55						\$1,044

Multi Zone Indoor Ceiling Cassette Air Handlers										
Btu/h	Indoor #	Voltage	Type	Wgt. lb						Trade\$
9,000	MHCAS09DAEM	208-230 V	Cassette	38						\$1,028
12,000	MHCAS12DAEM	208-230 V	Cassette	41						\$1,139
18,000	MHCAS18DAEM	208-230 V	Cassette	47						\$1,194
24,000	MHCAS24DAEM	208-230 V	Cassette	55						\$1,278

Btu/h	Facia Item #	- MUST BE ORDERED WITH ABOVE CEILING CASSETTE (CASH) UNITS									Trade\$
9,000	240013566	Facia Panel - Must be ordered with unit listed above. Packaged and Sold Separately.									\$150
12,000											
18,000											
24,000	240013567	Facia Panel - Must be ordered with unit listed above. Packaged and Sold Separately.									\$233

Notes:

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

Maximum Heat Pump Series Combinations

Model #	2 Zone	3 Zone	4 Zone	Model #	2 Zone	3 Zone	4 Zone	5 Zone
MHMZ218DA MHWAL 6/9/12 MHCAS 9/12	6 k + 6 k			MHMZ548DA MHWAL 6/9/12/18/24 MHCAS 9/12/18	9 k + 24 k	6 k + 6 k + 24 k	6 k + 6 k + 6 k + 18 k	6 k + 6 k + 6 k + 6 k + 9 k
	6 k + 9 k				12 k + 24 k	6 k + 9 k + 24 k	6 k + 6 k + 6 k + 24 k	6 k + 6 k + 6 k + 6 k + 12 k
	6 k + 12 k				18 k + 18 k	6 k + 12 k + 18 k	6 k + 6 k + 9 k + 18 k	6 k + 6 k + 6 k + 6 k + 18 k
	9 k + 9 k				18 k + 24 k	6 k + 12 k + 24 k	6 k + 6 k + 9 k + 24 k	6 k + 6 k + 6 k + 6 k + 24 k
	9 k + 12 k				6 k + 18 k + 18 k	6 k + 6 k + 12 k + 12 k	6 k + 6 k + 6 k + 9 k + 9 k	
	12 k + 12 k				6 k + 18 k + 24 k	6 k + 6 k + 12 k + 18 k	6 k + 6 k + 6 k + 9 k + 12 k	
MHMZ327DA MHWAL 6/9/12/18/24 MHCAS 9/12/18	6 k + 12 k	6 k + 6 k + 6 k			6 k + 24 k + 24 k	6 k + 6 k + 12 k + 24 k	6 k + 6 k + 6 k + 9 k + 18 k	
	6 k + 18 k	6 k + 6 k + 9 k			9 k + 9 k + 18 k	6 k + 6 k + 18 k + 18 k	6 k + 6 k + 6 k + 9 k + 24 k	
	9 k + 9 k	6 k + 6 k + 12 k			9 k + 9 k + 24 k	6 k + 6 k + 18 k + 24 k	6 k + 6 k + 6 k + 12 k + 12 k	
	9 k + 12 k	6 k + 6 k + 18 k			9 k + 12 k + 12 k	6 k + 6 k + 24 k + 24 k	6 k + 6 k + 6 k + 12 k + 18 k	
	9 k + 18 k	6 k + 6 k + 24 k			9 k + 12 k + 18 k	6 k + 9 k + 9 k + 12 k	6 k + 6 k + 6 k + 12 k + 24 k	
	9 k + 24 k	6 k + 9 k + 9 k			9 k + 12 k + 24 k	6 k + 9 k + 9 k + 18 k	6 k + 6 k + 6 k + 18 k + 18 k	
	12 k + 12 k	6 k + 9 k + 12 k			9 k + 18 k + 18 k	6 k + 9 k + 9 k + 24 k	6 k + 6 k + 6 k + 18 k + 24 k	
	12 k + 18 k	6 k + 9 k + 18 k			9 k + 18 k + 24 k	6 k + 9 k + 12 k + 12 k	6 k + 6 k + 9 k + 9 k + 9 k	
	12 k + 24 k	6 k + 12 k + 12 k			9 k + 24 k + 24 k	6 k + 9 k + 12 k + 18 k	6 k + 6 k + 9 k + 9 k + 12 k	
	18 k + 18 k	9 k + 9 k + 9 k			12 k + 12 k + 12 k	6 k + 9 k + 12 k + 24 k	6 k + 6 k + 9 k + 9 k + 18 k	
		9 k + 9 k + 12 k			12 k + 12 k + 18 k	6 k + 9 k + 18 k + 18 k	6 k + 6 k + 9 k + 9 k + 24 k	
		9 k + 9 k + 18 k			12 k + 12 k + 24 k	6 k + 9 k + 18 k + 24 k	6 k + 6 k + 9 k + 12 k + 12 k	
		9 k + 12 k + 12 k			12 k + 18 k + 18 k	6 k + 12 k + 12 k + 12 k	6 k + 6 k + 9 k + 12 k + 18 k	
		12 k + 12 k + 12 k			12 k + 18 k + 24 k	6 k + 12 k + 12 k + 18 k	6 k + 6 k + 9 k + 12 k + 24 k	
MHMZ436DA MHWAL 6/9/12/18/24 MHCAS 9/12/18/24	6 k + 18 k	6 k + 6 k + 12 k	6 k + 6 k + 6 k + 6 k		12 k + 24 k + 24 k	6 k + 12 k + 12 k + 24 k	6 k + 6 k + 9 k + 18 k + 18 k	
	6 k + 24 k	6 k + 6 k + 18 k	6 k + 6 k + 6 k + 9 k		18 k + 18 k + 18 k	6 k + 12 k + 18 k + 18 k	6 k + 6 k + 9 k + 18 k + 24 k	
	9 k + 18 k	6 k + 6 k + 24 k	6 k + 6 k + 6 k + 12 k		18 k + 18 k + 24 k	6 k + 12 k + 18 k + 24 k	6 k + 6 k + 12 k + 12 k + 12 k	
	9 k + 24 k	6 k + 9 k + 12 k	6 k + 6 k + 6 k + 18 k			9 k + 9 k + 9 k + 9 k	6 k + 6 k + 12 k + 12 k + 18 k	
	12 k + 12 k	6 k + 9 k + 18 k	6 k + 6 k + 6 k + 24 k		9 k + 9 k + 9 k + 12 k	6 k + 6 k + 12 k + 12 k + 24 k		
	12 k + 18 k	6 k + 9 k + 24 k	6 k + 6 k + 9 k + 9 k		9 k + 9 k + 9 k + 18 k	6 k + 6 k + 12 k + 18 k + 18 k		
	12 k + 24 k	6 k + 12 k + 12 k	6 k + 6 k + 9 k + 12 k		9 k + 9 k + 9 k + 24 k	6 k + 9 k + 9 k + 9 k + 9 k		
	18 k + 18 k	6 k + 12 k + 18 k	6 k + 6 k + 9 k + 18 k		9 k + 9 k + 12 k + 12 k	6 k + 9 k + 9 k + 9 k + 12 k		
	18 k + 24 k	6 k + 12 k + 24 k	6 k + 6 k + 9 k + 24 k		9 k + 9 k + 12 k + 18 k	6 k + 9 k + 9 k + 9 k + 18 k		
	24 k + 24 k	6 k + 18 k + 18 k	6 k + 6 k + 12 k + 12 k		9 k + 9 k + 12 k + 24 k	6 k + 9 k + 9 k + 9 k + 24 k		
		6 k + 18 k + 24 k	6 k + 6 k + 12 k + 18 k		9 k + 9 k + 18 k + 18 k	6 k + 9 k + 9 k + 12 k + 12 k		
		9 k + 9 k + 9 k	6 k + 6 k + 12 k + 24 k		9 k + 9 k + 18 k + 24 k	6 k + 9 k + 9 k + 12 k + 18 k		
		9 k + 9 k + 12 k	6 k + 9 k + 9 k + 9 k		9 k + 12 k + 12 k + 12 k	6 k + 9 k + 9 k + 12 k + 24 k		
		9 k + 9 k + 18 k	6 k + 9 k + 9 k + 12 k		9 k + 12 k + 12 k + 18 k	6 k + 9 k + 9 k + 18 k + 18 k		
		9 k + 9 k + 24 k	6 k + 9 k + 9 k + 18 k		9 k + 12 k + 12 k + 24 k	6 k + 9 k + 12 k + 12 k + 12 k		
		9 k + 12 k + 12 k	6 k + 9 k + 9 k + 24 k		9 k + 12 k + 18 k + 18 k	6 k + 9 k + 12 k + 12 k + 18 k		
		9 k + 12 k + 18 k	6 k + 9 k + 12 k + 12 k		9 k + 12 k + 18 k + 24 k	6 k + 9 k + 12 k + 12 k + 24 k		
		9 k + 12 k + 24 k	6 k + 9 k + 12 k + 18 k		12 k + 12 k + 12 k + 12 k	6 k + 12 k + 12 k + 12 k + 12 k		
		9 k + 18 k + 18 k	6 k + 12 k + 12 k + 12 k		12 k + 12 k + 12 k + 18 k	6 k + 12 k + 12 k + 12 k + 18 k		
		12 k + 12 k + 12 k	6 k + 12 k + 12 k + 18 k		12 k + 12 k + 12 k + 24 k	9 k + 9 k + 9 k + 9 k + 9 k		
		12 k + 12 k + 18 k	9 k + 9 k + 9 k + 9 k		12 k + 12 k + 18 k + 18 k	9 k + 9 k + 9 k + 9 k + 12 k		
		12 k + 12 k + 24 k	9 k + 9 k + 9 k + 12 k			9 k + 9 k + 9 k + 9 k + 18 k		
		12 k + 18 k + 18 k	9 k + 9 k + 9 k + 18 k			9 k + 9 k + 9 k + 9 k + 24 k		
			9 k + 9 k + 12 k + 12 k			9 k + 9 k + 9 k + 12 k + 12 k		
		9 k + 9 k + 12 k + 18 k			9 k + 9 k + 9 k + 12 k + 18 k			
		9 k + 12 k + 12 k + 12 k			9 k + 9 k + 9 k + 12 k + 24 k			
		12 k + 12 k + 12 k + 12 k			9 k + 9 k + 12 k + 12 k + 12 k			
					9 k + 9 k + 12 k + 12 k + 18 k			
					9 k + 12 k + 12 k + 12 k + 12 k			
					12 k + 12 k + 12 k + 12 k + 12 k			

Note: If total indoor units load exceeds nominal capacity of outdoor unit, the practical output capacity of every indoor unit will be correspondingly attenuated. This situation is very evident during heating mode.

Advantage & Maximum Heat Pump 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	\$81
F0323261A	Insulated Tube Set, 3/8 in X 1/4 in X 26 ft (8 meters) Flared Connections	\$127
F0323491	Insulated Tube Set, 3/8 in X 1/4 in X 49 ft (15 meters) Flared Connections	\$250
F0423161A	Insulated Tube Set, 1/2 in X 1/4 in X 16 ft (5 meters) Flared Connections	\$95
F0423261A	Insulated Tube Set, 1/2 in X 1/4 in X 26 ft (8 meters) Flared Connections	\$150
F0423491	Insulated Tube Set, 1/2 in X 1/4 in X 49 ft (15 meters) Flared Connections	\$278
F0533262A	Insulated Tube Set, 5/8 in X 3/8 in X 26 ft (8 meters) Flared Connections	\$220
F0533492A	Insulated Tube Set, 5/8 in X 3/8 in X 49 ft (15 meters) Flared Connections	\$370
Accessories		
Part #	Description	Trade\$
17317000A64721	Optional: Spare Hand Held Remote Control, MHWAL 6-24 k	\$20
17317000A63429	Optional: Spare Hand Held Remote Control, MHCAS 9-18 k	\$20
17317000A62345	Optional: Spare Hand Held Remote Control, MHCAS 24 k	\$20
17317100007936	Optional: Wired Wall Thermostat, MHWAL 6-24 k and Cassette 9-24 k	\$84
17310900A06403	Optional: Wi-Fi Module MHCAS 9-18 k	\$111
17310900003167	Optional: Wi-Fi Module, MHWAL, ADWAL, MHCAS 24 k	\$45
17317000A59014	Optional: Spare Hand Held Remote Control, ADWAL 9-36 k	\$20

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).

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

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

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 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.

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