

WE'VE GOT YOUR BACK!



RUUD PRO PARTNER	Years of Operation		
	1	2	3
Type of Issue:	1	2	3
Anything*	✓	✗	✗
Multiple Minor Failures	✓	✓	✗
Major Failure	✓	✓	✓

** M&A Supply must be made aware of the issue and have the chance to make it right prior to unit replacement.*

Multiple minor failures = 3 or more separate minor failures. A failure that results in multiple warranty parts being replaced counts as one failure (Example: Defrost issue resulting in board and sensors being replaced). Each failure must be documented in order to be considered.

Major failure = Compressor, coil, heat exchanger, or reversing valve.

In cases of replacement, if a new, equivalent unit is not available due to changes in any law, regulation, technology, refrigerant or other reason, M&A Supply will provide the latest, comparable unit available. However, installation of the latest new unit available may require changes to or replacement of other components and/or accessories to the HVAC system. M&A Supply accepts no responsibility for the costs associated with such additional components and/or accessories. All units replaced due to major failure are subject to testing.

Any equipment related issues outside the scope of this program are to be handled on a case-by-case basis.

Dealer must have Ruud Pro Partner dealer status at the time of install and at the time of claiming a replacement in order to qualify.

