



Through-the-Wall Return Policy
(U.S. and Canada only)

TTW Warranty Term

Wine Guardian warrants, to the original buyer, its goods and all parts thereof to be free from defects in material and workmanship for a period of two (2) years from the date of invoicing assuming NORMAL USE AND SERVICE. Please see “Wine Guardian Warranty” document for complete warranty coverage

Installation Instructions

Included with each Wine Guardian unit is an Installation Operation & Maintenance Manual (on a CD) along with a Quick Start Installation Guide. Each manual should be read, understood and followed prior to installation of the Wine Guardian system. Failure to do so can cause system damage, premature failure and/or improper operation of the system. It is also the responsibility of the user to follow the preventative maintenance guidelines outline in the Maintenance Schedule on page 28 of the Through-the-Wall Operation and Maintenance Manual, which is located at www.wineguardian.com at the customer service tab.

The Warranty Card included with the unit must be filled out and sent back to Air Innovations to register the warranty on your Wine Guardian unit and accessories.

Under Warranty

If a problem develops with the Wine Guardian unit during the warranty period the user must:

1. **Contact the Selling Dealer** - for initial trouble shooting and performance verification. Should the system be deemed defective the Selling Dealer will contact Wine Guardian’s Service Department for repair or replacement procedure. **Wine Guardian reserves the right to repair the original unit or replace the unit with either a refurbished or new unit at its discretion.**
 - a. *Unit replacement* – Wine Guardian shall send a replacement unit as a means to satisfy the warranty claim. A credit card number will be required as a means to secure the return of the defective unit. Failure to return defective unit within 30 days of shipment of replacement may result in charges to credit card. The replacement unit packaging material **MUST** be retained and used to package the defective unit for preparation of return back to Wine Guardian factory.

OR

- b. *Unit repair* – Wine Guardian shall repair, at its North Syracuse, New York factory, the defective unit as a means to satisfy the warranty claim. If the original packaging has been discarded, Air Innovations will send (for a fee) a replacement box and packaging materials for proper freight protection back to Wine Guardian factory. Alternatively, the unit can be packaged in a U-Haul specific “27 TV/Micro. Box” with dimensions of 24-1/2” x 24-1/2” x 27-1/2” which meets UPS and/or FedEx shipping requirements. *Please note: when using U-Haul specific box the Wine Guardian end covers must be removed to avoid damage.*

2. **Acquire Returned Goods Authorization (RGA) number** – Prior to return of any Wine Guardian unit, Wine Guardian’s Service Department will issue an RGA number which must be clearly marked on all return packaging. The RGA number provides a method for tracking the unit through Air Innovations and provides disposition upon its return.
3. **Freight** – Air Innovations shall cover the cost of freight for pick up and return of the Wine Guardian unit from the original “ship to” address. Any special handling, pick up, or drop off charges are not covered under warranty and shall be assessed and quoted prior to pick up of unit. Special handling charges shall be paid in full prior to return of system. Air Innovations shall schedule a freight carrier upon notification from the user that the system has been packaged and is ready for pickup.
4. **Removal and installation** - removal of defective units and installation of repaired or replacement systems is **NOT** covered under the Through-the-Wall warranty and it is the responsibility of the user to remove and re-install the system once the warranty issues have been addressed.

Out of Warranty

Should a problem develop with the Wine Guardian unit out of warranty you can contact Air Innovations Service Department for a quotation to diagnose and/or repair the defective system. All freight and packaging costs shall be the responsibility of the owner and shall be prepaid via check or credit card prior to any work being performed.

International Warranty

Warranty terms vary outside of the United States and Canada. Please contact your Wine Guardian distributor for clarification.

Contact

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