

Bulletin #21.3SP
January 28, 2021

SpacePak Warranty

SpacePak is proud to announce our updated Warranty Policy. With SpacePak's expanding portfolio of products, we felt it important to update our Warranty to better reflect the support for our quality line of equipment and installing contractor base. Listed below are the major points of interest for the new warranty policy including increased warranty coverage on our Inverter Series air-to-water heat pumps!

All warranties begin on the date of installation and apply only to the original owner of the equipment.

The complete details of our Warranty Policy can be found on SpacePak's Sales Assistant portal at <http://literature.mestek.com/dms/SpacePak/SpacePak%20Limited%20Warranty%202%201%2021.pdf>

- New Warranty will take effect February 1st, 2021*
- *Products sold prior to 2/1/21 carry original warranty from date of installation.
- Warranty per product type will be as follows:
 - SpacePak Small duct high velocity, hydronic fan coils and associated components
 - SpacePak Air-to-Water Heat pump
 - SpacePak Buffer Tanks
- All equipment **MUST** be registered through our website at <https://www.spacepak.com/warranty>
Installations performed by a SpacePak Certified Contractor will be eligible for extended warranties as stipulated by our Certified Contractor Program.
- To be eligible for extended warranties the project/equipment must be registered at <https://www.spacepak.com/warranty> and the installation must be performed by a SpacePak certified contractor.
- Warranty per product type are as follows:
 - SpacePak Air-to-Water (inverter series only):
 - A NON-CERTIFIED contractor will receive a two (2) year parts and five (5) year compressor warranty
 - A CERTIFIED contractor will receive a five (5) year parts and a ten (10) year compressor warranty
 - SpacePak SDHV, hydronic fan coils and associated equipment:
 - A NON-CERTIFIED contractor will receive a one (1) year parts warranty
 - A CERTIFIED contractor will receive a five (5) year parts warranty
 - SpacePak Buffer Tanks:
 - A standard ten (10) year warranty will be issued on all buffer tanks from the date of installation to the original owner

Please reach contact myself or custservice@spacepak.com with any question or concerns you may have on this new warranty format. Stay tuned to spacepak.com for upcoming certification trainings and future SpacePak updates.



National Sales and Training Manager –SpacePak
jbashford@mestek.com