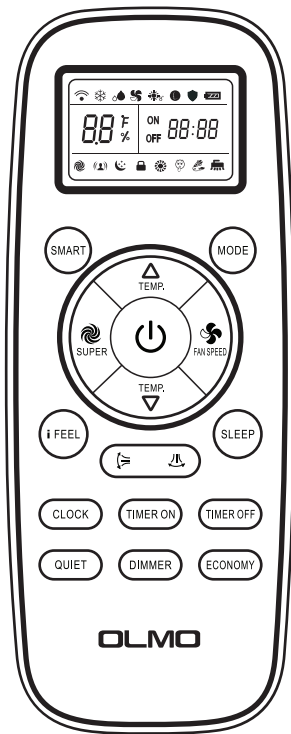


# OLMO

MULTI-ZONE

## ***Multi SIERRA*** SERIES

### Remote Controller Instructions



**Model:**  
**SIERRA**

#### **IMPORTANT NOTE:**

Thank you for purchasing our air conditioning system. Please read this manual carefully before operating your new air conditioning units. Make sure to save this manual for future reference.

# ***Remote controller Instructions***

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# Remote controller

## Remote controller

The remote controller transmits signals to the system.

### SMART(invalid for some models)

Used to enter fuzzy logic operation directly, regardless of the unit is on or off.

### POWER

The appliance will be started when it is energized or will be stopped when it is in operation, if you press this button.

### SUPER

Used to start or stop the fast cooling/heating. (Fast cooling operates at high fan speed with 61°F set temp automatically; Fast heating operates at auto fan speed with 86°F set temp automatically)

### IFEEL

Used to set IFEEL mode operation. Press it once, the IFEEL function will be started. Press it again, the IFEEL function will be shut off.

### SWING(invalid for some models)

Used to stop or start vertical adjustment louver swinging and set the desired up/down airflow direction.

### CLOCK

Used to set the current time.

### QUIET (invalid for some models)

Used to set or cancel Quiet Mode operation. When the air conditioner is in standby, and the mode of remote controller is in Cooling or Dry (except Super mode), press this button for about 5 seconds once to start Clean mode, then the indicator "Clean" will display on LCD.

### HI-NANO (invalid for some models)

Used to start or stop HI-NANO mode.

### TEMP + -

Used to adjust the room temperature and the timer, also real time.

### MODE

Press this button to select the operation mode.

### FAN

Used to select fan speed in sequence auto, higher, high, medium, low or lower.

### SLEEP

Used to set or cancel Sleep Mode operation.

### SWING(invalid for some models)

Used to stop or start Horizontal adjustment louver swinging and set the desired left/right airflow direction.

### TIMER ON

Used to set or cancel the timer operation.

### TIMER OFF

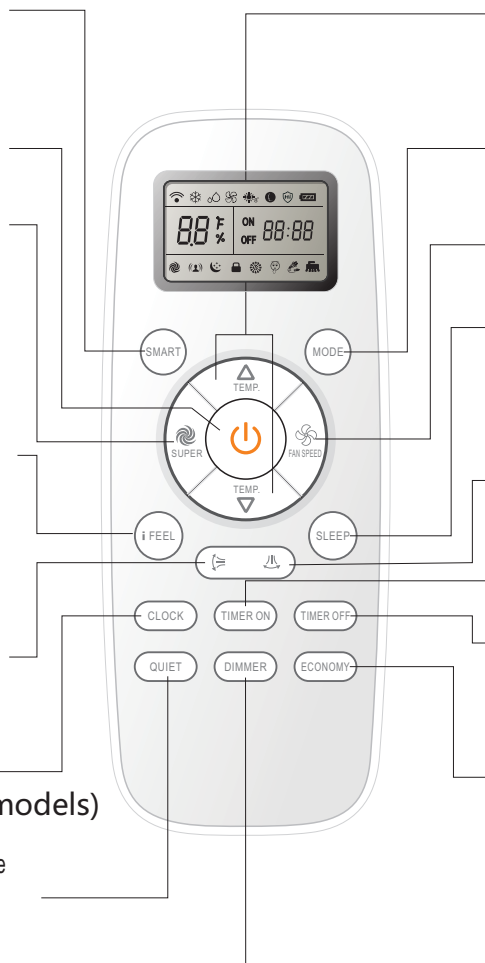
Used to set or cancel the timer operation.

### ECONOMY (invalid for some models)

Used to set or cancel Economy Mode operation. When in Cooling mode (except Super mode), press this button for about 5 seconds once to start Power control mode, press this button for about 5 seconds once again to stop it

### DIMMER (invalid for some models)

When you press this button, all the display of indoor unit will be closed. Press any button to resume display.



### LOCK

Used to start or stop LOCK mode.

### 46°F HEAT(optional)

Used to start or stop 46°F HEAT mode.

### Indication symbols on LCD:

|  |                     |  |                   |  |                   |  |                         |  |                         |
|--|---------------------|--|-------------------|--|-------------------|--|-------------------------|--|-------------------------|
|  | Cooling indicator   |  | Auto fan speed    |  | Sleep 1 indicator |  | Quiet indicator         |  | Signal transmit         |
|  | Dry indicator       |  | Higher fan speed  |  | Sleep 2 indicator |  | Smart indicator         |  | Battery power indicator |
|  | Fan only indicator  |  | High fan speed    |  | Sleep 3 indicator |  | Economy indicator       |  | Display set timer       |
|  | Heating indicator   |  | Medium fan speed  |  | Sleep 4 indicator |  | Super indicator         |  | Display current time    |
|  | 46°F Heat indicator |  | Low fan speed     |  | Lock indicator    |  | Ifeel                   |  | Display temperature     |
|  | Lower fan speed     |  | HI-NANO indicator |  | Clean indicator   |  | Power control indicator |  |                         |

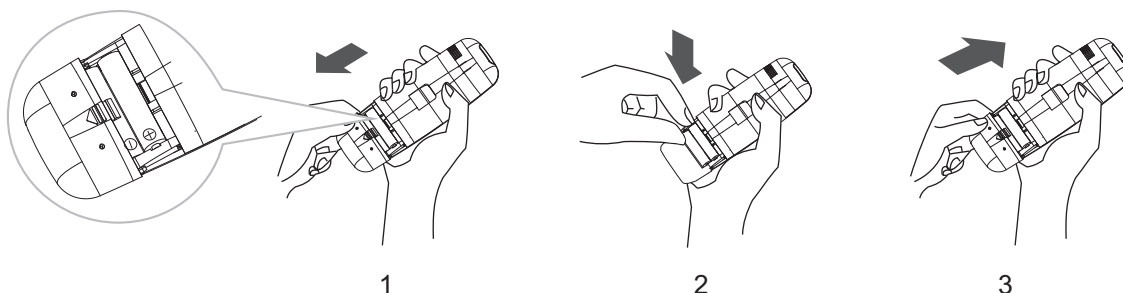
**Note: Each mode and relevant function will be further specified in following pages.**

# Remote controller

## Remote controller

### ◆ How to Insert the Batteries

1. Remove the battery cover according to the arrow direction.
2. Insert new batteries making sure that the (+) and (-) of battery are matched correctly.
3. Reattach the cover by sliding it back into position.



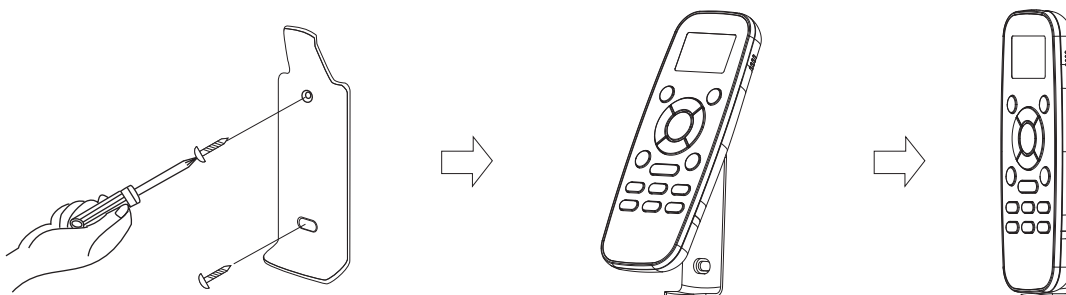
#### Note:

- Use 2 LR03 AAA(1.5volt) batteries. Do not use rechargeable batteries. Replace batteries with new ones of the same type when the display becomes dim.

### ◆ Storage and Tips for Using the Remote Controller

The remote controller may be stored mounted on a wall with a holder.

**Note:** The remote controller holder is an optional part.



### ◆ How to Use

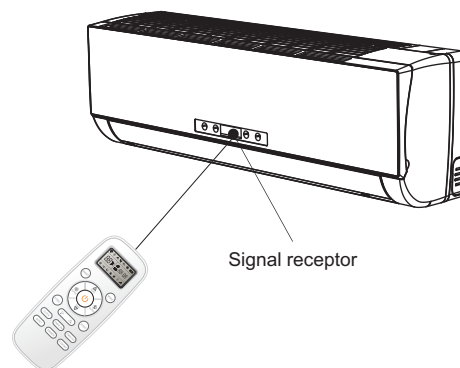
To operate the room air conditioner, aim the remote controller to the signal receptor. The remote controller will operate the air conditioner at a distance of up to 7m when pointing at signal receptor of indoor unit.

#### ⚠ CAUTIONS

For appropriate signal transmission between remote controller and indoor unit, keep the signal receiver away from the following items:

- Direct sunlight or other strong lights or heat
- Flat panel television screen or other electrical appliances that react to the remote controller

Additionally, the air conditioner will not operate if curtains, doors or other materials block the signals from the remote controller to the indoor unit. If the signal may not be transmitted properly, either move these materials or consult your local dealer.



# Operation instructions

## Operation modes

### ◆ Selecting mode

Press  button once by once

**Result :** The operation modes changed in sequence:

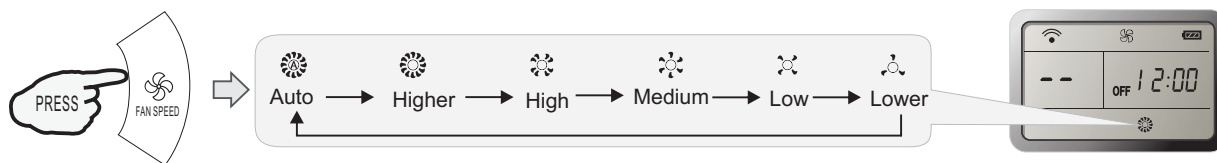


☑ **Heating mode is NOT available for cooling only air conditioner.**

### ◆ FAN mode

Press  button once by once

**Result :** The fan speed is changed in sequence:



☑ **At "FAN ONLY" mode, the "AUTO" is not available.**

**At "DRY" mode, Fan speed is set at "AUTO" automatically, "FAN" button is ineffective in this case.**

### ◆ Setting temperature

Press  button once

**Result :** Raise temperature setting by 1°F

Press  button once

**Result :** Lower temperature setting by 1°F



| Range of available set temperature |               |
|------------------------------------|---------------|
| *HEATING, COOLING                  | 61°F~86°F     |
| DRY                                | -7 ~ 7        |
| FAN ONLY                           | unable to set |

\*Note: Press and hold "MODE" button and "TEMP DOWN" button together for 3 seconds will alternate the temperature display between the °C and °F scale.

\*Note: Heating mode is NOT available for cooling only models.

\*Note: At "Dry" mode, a decrease or rise of up to 7°C can be set with Remote controller if you still feel uncomfortable.

### ◆ Turning on

Press  button.

**Result :** The RUN indicator of the indoor unit lights up.

SWING, SMART, TIMER ON, TIMER OFF, CLOCK, SLEEP and SUPER operation modes will be specified in the following pages.

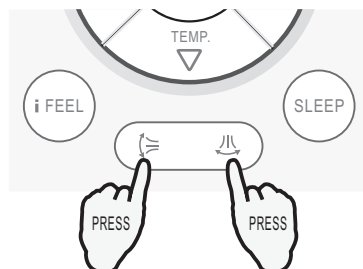
- ☑ **Changing modes during operation, sometimes the unit does not response at once. Wait 3 minutes.**
- During heating operation, air flow is not discharged at the beginning. After 2—5 minutes, the air flow will be discharged until temperature of indoor heat exchanger rises.**
- Wait 3 minutes before restarting the appliance.**

# Operation instructions

## Airflow direction control (invalid for some models)

Vertical airflow(Horizontal airflow) is automatically adjusted to a certain angle in accordance with the operation mode after turning on the unit.

| Operation mode     | Direction of airflow |
|--------------------|----------------------|
| COOLING, DRY       | horizontal           |
| *HEATING, FAN ONLY | downward             |



The direction of airflow can be also adjusted to your own requirement by pressing the "  " button of the remote controller.

*\*Heating mode is only available for heat pump models.*

### ♦ Vertical airflow control (with the remote controller)

Using remote controller to set various angles of flow or specific angle as you like.

1、Press "  " button once.

**Result :** The vertical adjustment louver will swing up and down automatically.

2、Press "  " button for about 5 seconds. (invalid for some models)

**Result :** The vertical adjustment louver will swing up and down automatically at a smaller angle .



Press "  " button again .

**Result :** The louvers swing to a suitable angle as desired.

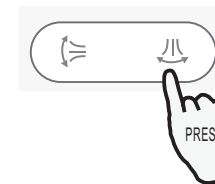


### ♦ Horizontal airflow control (with the remote controller)

Using remote controller to set various angles of flow or specific angle as you like.

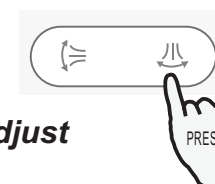
Press "  " button once.

**Result :** The horizontal adjustment louver will swing left and right automatically.



Press "  " button again .

**Result :** The louvers swing to a suitable angle as desired.



**NOTE:** If the unit doesn't have four ways airflow function, you can adjust horizontal airflow by yourself.(invalid for some models)

 **A** Do not turn the vertical adjustment louvers manually, otherwise malfunction may occur. If that happens, turn off the unit first and cut off the power supply, then restore power supply again.

**B** It is better not to let the vertical adjustment louver tilt downward for a long time at COOLING or DRY mode to prevent condensed water from dripping.

# Operation instructions

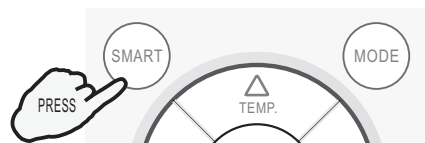
## SMART mode (invalid for some models)

In this mode, it can automatically adjust the operation mode, temperature, wind speed, wind direction, etc. according to the ambient temperature of the room to ensure that customers get the most comfortable experience.

### ◆ How to set SMART mode?

Press the  button.

**Result :** Enters **SMART** mode (fuzzy logic operation) directly regardless of the unit is on or off. Temperature and fan speed are automatically set based on the actual room temperature.



For the split-type models, such as wall-mounted air conditioners and some floor-standing air conditioners, their operation mode and set temperature should be determined based on the indoor temperature.

#### Heat pump models

| Indoor temperature | Operation mode | Target temperature                                        |
|--------------------|----------------|-----------------------------------------------------------|
| 70°F or below      | HEATING        | 72°F                                                      |
| 70°F-73°F          | FAN ONLY       |                                                           |
| 73°F-79°F          | DRY            | Room temperature decrease 2°F after operate for 3 minutes |
| Over 79°F          | COOLING        | 79°F                                                      |

#### Cooling only models

| Indoor temperature | Operation mode | Target temperature                                        |
|--------------------|----------------|-----------------------------------------------------------|
| 73°F or below      | FAN ONLY       |                                                           |
| 73°F-79°F          | DRY            | Room temperature decrease 2°F after operate for 3 minutes |
| Over 79°F          | COOLING        | 79°F                                                      |

For commercial air conditioner products, such as cassette type air conditioners, duct type air conditioners, ceiling & floor air conditioners and some floor-standing air conditioners, their operation mode should be determined based on the difference between the indoor temperature and set temperature.

#### Heat pump models

| Indoor temperature                                                    | Operation mode | Target temperature |
|-----------------------------------------------------------------------|----------------|--------------------|
| Below T-3°F                                                           | HEATING        | T                  |
| $T-3^{\circ}\text{F} \leq T_{\text{indoor}} \leq T+3^{\circ}\text{F}$ | FAN ONLY       | T                  |
| Over T+3°F                                                            | COOLING        | T                  |

#### Cooling only models

| Indoor temperature | Operation mode | Target temperature |
|--------------------|----------------|--------------------|
| T+3°F or below     | FAN ONLY       | T                  |
| Over T+3°F         | COOLING        | T                  |

☑ **SMART** button is ineffective in **SUPER** mode.

☑ **ECONOMY** button is ineffective in **SMART** mode.

☑ Press **MODE** button cancel **SMART** mode.

Note: Temperature, airflow and direction are controlled automatically in **SMART** mode. However, For the on/off, you can choose from -2 to 2, for the inverter you can choose from -7 to 7. if you still feel uncomfortable.

# Operation instructions

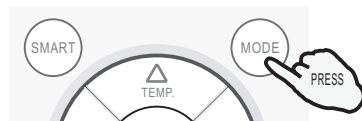
## SMART mode (invalid for some models)

### What you can do in SMART mode?

| Your feeling                                         | Button                                                                            | Adjust                                                                                                                                                                                 |
|------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Uncomfortable because of unsuitable air flow volume. |  | Indoor fan speed alternates among Auto, High, Medium and Low each time this button is pressed.                                                                                         |
| Uncomfortable because of unsuitable flow direction.  |  | Press it once, the vertical adjustment louver (horizontal adjustment louver) swings to change vertical airflow direction (horizontal airflow direction). Press it again, swings stops. |

### How to cancel the SMART mode?

Press the  button.  
**Result :** The SMART mode will be cancelled.



## CLOCK button

### How to adjust the real time?

1. Press  button.

**Result :** The time flashes on the LCD.



2. Press  and  buttons.

**Result :** Once to increase or decrease the time setting by 1 minute.  
 One and a half seconds to increase or decrease the time setting by 10 minute.  
 For a longer time to increase or decrease the time by 1 hour.



3. Press  button again.

**Result :** The real time is set.



## CLEAN mode (invalid for some models)

When the air conditioner is in standby, and the mode of remote controller is in Cooling or Dry, press  button for 5 seconds once to start Clean mode, then the indicator "🌫" will display on LCD.

- ✓ Set temp. need to be lower than room temp.
- ✓ Clean mode is ineffective in SUPER mode.
- ✓ Press ON/OFF or SMART or MODE button can exit the Clean mode, then the indicator "🌫" will disappear.
- ✓ After the clean process finish, the air conditioner will return to Cooling or Dry as preset, while the indicator "🌫" on remote controller will display for about 10 mins.



# Operation instructions

## SUPER mode

**SUPER** mode is used to start or stop fast cooling or heating. In **SUPER** mode, the super indicator will display on LCD.

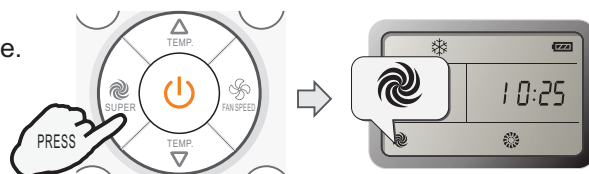
**SUPER** mode can be set when the appliance is in operation or energized.

In **SUPER** mode, you can set temperature, airflow direction or timer.

### ◆ How to set **SUPER** mode?

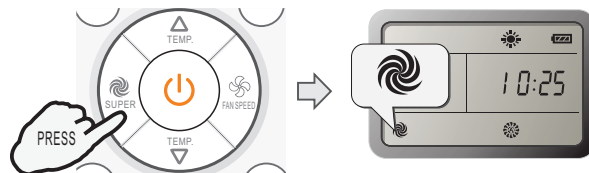
Press  button at the cooling, dry or fan only mode.

**Result :** At high fan speed ,the set temperature automatically to 61°F.



Press  button at the heat mode.

**Result :** At auto fan speed ,the set temperature automatically to 86°F.



### ◆ How to cancel **SUPER** mode?

Press **SUPER** , **MODE** , **FAN** , **ON/OFF** , **QUIET** or **SLEEP** button.

**Result :** The display return to the original mode.  
Escape from **SUPER** mode.



#### Note:

**SMART** button is not available in **SUPER** mode.

**ECONOMY** button is ineffective in **SUPER** mode.

The Appliance will continue working in **SUPER** mode, if you don't escape from it by pressing any of the buttons mentioned above.

Heating is **NOT** available for cooling only air conditioner.

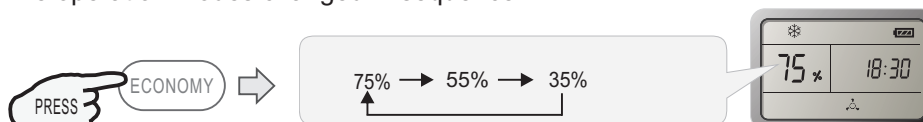
For the first generation of products, you can't set temperature in super mode, but you can press **TEMPERATURE SETTING** button to escape from super mode.

### ◆ Power control mode

When in Cooling mode, press  button for about 5 seconds once to start Power control mode ( at low fan speed ), press this button for about 5 seconds once again to stop it.

When the appliance in the Power control mode, press  button once by once

**Result :** The operation modes changed in sequence:



❑ **Power control mode is ineffective in **SUPER** or **ECONOMY** mode.**

❑ **Except for the button of Swing, Dimmer, Ifeel, Clock, Time on, Time off, Fan, press the other buttons can exit the Powercontrol mode, and the indicator “ % ” will disappear.**

❑ **When start the Power control mode, the fan will automatically enter low wind speed, but you can change the wind speed by press the Fan button.**

# Operation instructions

## H46°F HEAT mode (invalid for some models)

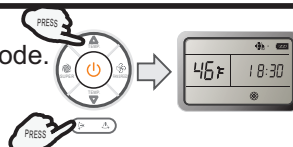
46°F HEAT mode is used to set 46°F heating mode.

In 46°F HEAT mode, the fan speed is set at "AUTO" automatically.

### ◆ How to set 46°F HEAT mode?

Press  and  buttons together for about 2 seconds at the heating mode.

**Result :** The 46°F heat mode will be started.



### ◆ How to cancel 46°F HEAT mode?

Press any button except for , , , ,  and .

**Result :** The display  will disappear and the 46°F HEAT mode will be cancelled.

**Note:**

*In 8°F HEAT mode, the default temperature is set 8°F.*

*8°F HEAT mode can be set only when the air conditioner works in the heating mode.*

## TIMER mode

It is convenient to set the timer on with **TIMER ON** buttons when you go out in the morning to achieve a comfortable room temperature at the time you get home. You can also set timer off at night to enjoy a good sleep.

### ◆ How to set TIMER ON?

1. Press  button.

**Result :** "ON 12:00" flashes on the LCD.



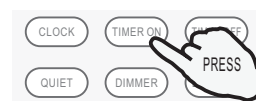
2. Press the  or  button.

**Result :** Once to increase or decrease the time setting by 1 minute.  
One and a half seconds to increase or decrease the time setting by 10 minute.  
For a longer time to increase or decrease the time by 1 hour.



3. When your desired time displayed on LCD, press the TIMER ON button and confirm it.

**Result :** A "beep" can be heard.  
"ON" stops flashing.  
The TIMER indicator on the indoor unit lights up. (invalid for some models)



4. After the set timer displayed for 5 seconds the clock will be displayed on the LCD of the remote controller instead of set timer.

### ◆ How to cancel TIMER ON?

Press the  button again.

**Result :** A "beep" can be heard and the indicator disappears, the time on mode has been canceled.

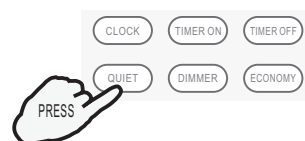


**Note:** It is similar to set **TIMER OFF**, you can make the appliance switch off automatically at your desired time.

## QUIET mode (invalid for some models)

In this mode, the air conditioner will work with low noise performance .

**Note:** Press **MODE**, **FAN**, **SMART**, **POWER**, **ECONOMY**, **QUIET**, **SUPER** button cancel **QUIET** mode.



# Operation instructions

## ECONOMY mode (invalid for some models)

In this mode, the air conditioner will bring you energy saving performance by lower running currency.

### Note:

*ECONOMY button is ineffective in SMART, SUPER and Power control mode.*

*Press ON/OFF, MODE, TEMP  $\Delta$ , TEMP  $\nabla$ , FAN, SLEEP, QUIET or ECONOMY button cancel ECONOMY mode.*

*Press and hold "QUIET" button and "ECONOMY" button together for 3 seconds will alternate the mode between the cooling only and the cooling and heating.*

## IFEEL mode

The temperature sensor built in remote controller is activated. It can sense its surrounding temperature, and transmit the signal back the unit, the unit can adjust the temperature so as to provide maximum comfort.

### ◆ How to set IFEEL mode?

Press the  button once.

Result : The transmit signal in the display will appear, and the IFEEL function will be started.

### Note:

*Advice to put the remote controller in the place where the indoor unit receive signal easily.*

*Advice to cancel the IFEEL mode so as to save energy when stopping the air conditioner.*



### ◆ How to cancel IFEEL mode ?

Press the  button once again.

Result : The transmit signal in the display will disappear, and the IFEEL function will be shut off.



## Dimmer button (invalid for some models)

### ◆ How to set the DIMMER ?

Press the DIMMER button to turn off the light and the display in the unit.

### Note:

*When the light is off, receive signal will turn on the light again.*

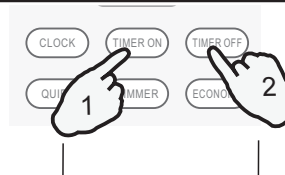


## LOCK mode

### ◆ How to set LOCK ?

Press  and  buttons together for 2 seconds to start LOCK mode. The lock indicator appears on the display

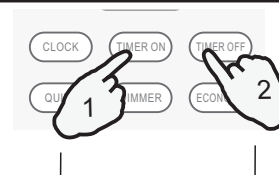
Press together  
for 2 seconds



### ◆ How to cancel LOCK ?

Press  and  buttons together for 2 seconds to stop LOCK mode. The lock indicator disappears .

Press together  
for 2 seconds



# Operation instructions

## SLEEP mode

**SLEEP** mode can be set in **COOLING** ,**HEATING** or **DRYING** mode.

This function gives you a more comfortable environment for sleep.

- The appliance will stop operation automatically after operating for 8 hours.
- Fan speed is automatically set at low speed.

### ♦ How to set **SLEEP** mode ?

Each time  button is pressed.

**Result :** The operation mode is changed in sequence:



#### **SLEEP mode 1:**

- Set temperature will rise by 2°F at most if the appliance operates in cooling mode for 2 hours constantly, then keeps steady.
- Set temperature will decrease by 2°F at most if the appliance operates in heating mode for 2 hours constantly, then keeps steady.

#### **SLEEP mode 2:**

- Set temperature will rise by 2°F if the appliance operates in cooling mode for 2 hours constantly, decrease by 1°F after 6 hours, then decrease by 1°F after 7 hours.
- Set temperature will decrease by 2°F if the appliance operates in heating mode for 2 hours constantly, rise by 1°F after 6 hours, then rise by 1°F after 7 hours.

#### **SLEEP mode 3:**

- Set temperature will rise by 1°F if the appliance operates in cooling mode for 1 hour, rise by 2°F after 2 hours, then decrease by 2°F after 6 hours, decrease by 1°F after 7 hours.
- Set temperature will decrease by 2°F if the appliance operates in heating mode for 1 hour, decrease by 2°F after 2 hours, then rise by 2°F after 6 hours, rise by 2°F after 7 hours.

#### **SLEEP mode 4:**

- Set temperature will keeps steady.

*Note: Press **SUPER** ,**SMART**, **ECONOMY**, **MODE** or **FAN** button cancel **SLEEP** mode.*

*Note: Press **ECONOMY** button for 5 second exit the **SLEEP** mode and start the Power control mode.*

*Note: By pressing "Sleeping mode" four times, or selecting other modes like **SUPER**, **SMART**, OR **FAN**, you could cancel the sleeping function of those units without four sleeping curves.*

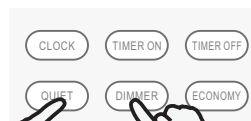
*Note: Heating is **NOT** available for cooling only air conditioner.*

*Note: Some **SLEEP** modes are not available for some models.*

## HI-NANO mode (invalid for some models)

Press  and  buttons together for 3 seconds to start or cancel HI-NANO mode, the HI-NANO indicator appears or disappears on the display

**Note: Press **POWER** button or arrive at the set time of **TIMER OFF** can cancel HI-NANO mode.**



Press together  
for 3 seconds

**Limited Warranty provided by Comfortside, LLC. (hereby referred to as Comfortside) applies only to registered products installed by a licensed HVAC technician and covers specified products and parts, subject to the following details:**

**Product Registration:** Products must be registered for Limited Warranty within 60 days of installation by licensed HVAC technician. Products can be registered at [olmo-comfort.com](http://olmo-comfort.com). Alternatively, the warranty registration card from the product User's Manual can be filled out and sent in as instructed.

**Warranty Coverage:** The warranty covers the parts of the products which may be defective due to the quality of the materials or workmanship, under normal use and proper maintenance. Warranty is provided only to the first original owner of the Product, where it is originally installed, and is not transferable to the subsequent owners.

**Warranty Exclusions:** Comfortside is not responsible for any warranty claim:

1. For equipment installed outside of North America.
2. For equipment not installed according to manufacturer's guidelines.
3. For equipment which has been removed from the original site of installation and reinstalled at another location.
4. If registration information cannot be verified (i.e., invalid license number or wrong information provided).
5. Regarding damages or repairs arising as a result of a faulty installation, inappropriate application, or improper use.
6. Regarding damages or repairs arising from any external perils, out of Comfortside's control, acts of nature such as fires, storms, accidents, floods, broken or frozen water pipes, electrical surges, input power with under or overvoltage, lightning, or existence of corrosive substances nearby.
7. Regarding damages or repairs arising from use of non-compatible parts, third-party components, alterations, modifications, or improper applications.
8. Regarding improper service or poor maintenance of the equipment, such as cleaning of all air filters, heat exchangers, fans, and blowers, in addition to any necessary lubrication of internal components and maintenance of external accessories.
9. Regarding changes that can be considered cosmetic, including but not limited to small fin damages, scratches on the unit cover, etc.
10. Regarding resetting of power or the circuit breakers and replacement of other types of fuses, both internal and external.
11. Regarding any damage caused using dirty, recycled, or wrong type of refrigerants and lubricants.
12. Regarding damage due to moisture, air, dust, sand, dirt, etc., that have been allowed into the system.
13. Regarding damage caused by continuing use of the product after a malfunction has been noticed or indicated at the display module, through an error code.
14. Regarding damages or performance issues due to improper matching, product selection, under-sizing, over-sizing, improper installation, or misuse.
15. Regarding loss or replacement of refrigerant, lubricant, or oil.
16. Regarding labor or any costs associated with labor.

**Warranty Begin Date:** Warranty begins on the date of registration.

**Warranty End Date:** Products that have not been registered as instructed above are not covered under Warranty. The length of your Warranty depends on the specific model unit you have purchased. Information on Warranty length is available online, by visiting [olmo-comfort.com](http://olmo-comfort.com). As further explained below in detail, coverage is only for the original registered user who owns and resides in the dwelling or operates business in the property in which the product is installed.

**Remaining Warranty:** Any part, component or product that is replaced under the terms of the Warranty, will be covered under the same Warranty for the duration in which the original Warranty for the product is applicable.

**Warranty Procedure:** Comfortside will furnish a new or refurbished part, without any charge for the part itself, for the replacement of any part that has been determined to have failed, by Comfortside at its sole discretion, due to defects in its materials or workmanship under standard use and proper maintenance. The payment of the shipping costs for the part will be the sole responsibility of the owner of the product. Comfortside reserves the right to ask the owner of the product to return the failed part before or after a replacement part is sent out. The product owner or technician should contact Comfortside Technical Support at (786) 953-6706, Monday to Friday from 9AM to 5PM Eastern Time, while the technician is on site, servicing the unit. The product may or may not display error codes. The technician should be on site while troubleshooting with the Comfortside Technical Support Agent so he or she can address symptoms observed, specific electrical and mechanical measurements, and other detailed information that may be required for proper diagnosis.

While technicians may refer to Comfortside's website or YouTube channel for helpful information, such as manuals and videos based on certain error codes, the technician will need to troubleshoot with the Technical Support Agent for Warranty purposes. Comfortside is not able to remotely diagnose a product and or offer remedies, without proper diagnosis results.

When contacting Technical Support, a licensed technician must be onsite, and the following information needs to be provided:

- The Serial Number of the unit.
- The product purchase invoice and an installation invoice from licensed HVAC technician.
- Case number (if applicable) provided during previous Technical Support call(s).
- Comfortside may ask for photos and/or other diagnostic information it deems necessary prior to processing the Warranty claim.

It should be noted that Comfortside Technical Support Agents troubleshoot on a case-by-case basis, following best practices and procedures to diagnose problems and solutions. Through this process, it is most efficient to diagnose one issue or error code at a time. It is possible that the first suggested solution may or may not solve one problem of multiple failures, in which case the Technician will continue through troubleshooting for remaining issues/error codes.

**Labor cost, materials, and other costs:** Any labor costs and/or the costs for the supplies or materials used or purchased in the field for the replacement of the defective part, remain the responsibility of the owner. No other costs involved in diagnosis, lodging, transportation, servicing, repair, replacement, installation, removal, shipping, etc., are to be covered under the Warranty.

**Refrigerant:** Any costs related to charging, recharging, adjustment, or removal of refrigerant, and the cost of the refrigerant itself, are not covered under any circumstances. All products go through vigorous quality controls at various stations and leave the factory in perfect working and sealed condition. Products are individually tested in highly sensitive helium vacuum chambers for existence of refrigerant

leaks Comfortside does not cover any claims related to the lack of refrigerant in new products, discovered upon arrival, or during installation, as well as subsequent refrigerant loss occurring at any time afterward.

This Warranty is not transferable. No person or entity is authorized to change the terms and conditions outlined in this Warranty agreement, in any respect, nor to create any additional obligations or liabilities for any party involved.

This warranty agreement supersedes all prior warranty agreements between the parties and constitutes the complete, final, and exclusive understanding of the parties with respect to the subject matter. All prior negotiations, representations, or promises, whether oral or written, of either party shall be deemed to have been merged herein.

If any part of this Warranty Agreement shall be invalidated for any reason, such part shall be deleted, and the remainder shall be unaffected and shall continue in full force and effect. This Warranty provides you certain legal rights and you may also have other rights, which vary from State to State. Therefore, some of these limitations or exclusions may not apply to you.

**States with Express and Implied Warranties:** Products in states with Express and Implied Warranties do not need to be registered for Comfortside Warranty. However, for Warranty support, installation invoice should be provided.

**Pursuing legal remedies:**

ARBITRATION CLAUSE. IMPORTANT. PLEASE REVIEW THIS ARBITRATION CLAUSE, AS IT AFFECTS YOUR LEGAL RIGHTS.

1. This arbitration clause affects your rights against Comfortside and any of its employees, agents, affiliates, successors, or assignees, all of whom together are referred to below as “we” or “us” for the simplicity of reference.
2. **ARBITRATION REQUIREMENT: EXCEPT AS STATED BELOW, ANY DISPUTE BETWEEN YOU AND ANY OF US SHALL BE DECIDED BY NEUTRAL AND BINDING ARBITRATION, RATHER THAN ANY COURT OR BY TRIAL BY JURY. ARBITRATION WILL BE HANDLED ONLY ON AN INDIVIDUAL BASIS AND ALL PARTIES EXPRESSLY WAIVE; ANY RIGHTS TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER, ANY RIGHTS TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS. THE ARBITRATOR WILL BE A MEMBER OF THE AMERICAN ARBITRATION ORGANIZATION.** The meaning of “Dispute” has the broadest possible meaning allowable by law, including any controversy, claim or other dispute, relating to or arising from the purchase of the product, any of the warranties upon the product, or the condition of the product, as well as the determination of the application or the scope of the Arbitration Clause itself. Rights to appeal and discovery are also limited in arbitration based on the rules of the arbitration organizations.
3. **Governing Law:** Effect and procedures of arbitration will be governed by the Federal Arbitration Act (9 U.S.C. § et seq.) rather than any related state law. In case of any substantive warranty, your claims and rights under such substantive warranty will be governed by the applicable law of the state in which Product was purchased.
4. **Location of the Arbitration:** Unless otherwise provided under the applicable law, arbitration hearing will be conducted in the judicial district in Miami-Dade County, Florida.
5. **Costs of the Arbitration:** Unless otherwise provided under the applicable law, each party will be responsible for its own cost, payable to the arbitration organization, and the costs of their attorneys, experts or other fees.
6. **Survival and Enforceability of the Arbitration Clause:** This arbitration clause will survive the expiration or termination of this warranty agreement, indefinitely.

**OLMO**

[www.olmo-comfort.com](http://www.olmo-comfort.com)