



ZONE DAMPERS AND CONTROLS WARRANTY POLICY

ZoneFirst warrants its products to be free of defects and to provide trouble free operation for a period of Five (5) years from the date of installation. The warranty is limited to the cost of the product and does not include claims for labor or consequential damage. Prior authorization must be obtained from ZoneFirst before returning any product. Products returned under warranty and found to be defective will be replaced or credited. Items returned within the warranty period that are found not to be defective and those items that are out of warranty are subject to a minimum repair or inspection fee. All returns must be sent freight prepaid with the return authorization number clearly marked on the packing slip. Returns without prior authorization will be refused. All items damaged in freight cannot be returned and a claim with the freight carrier must be made.

All returns must have prior authorization and are subject to a 20% re-stocking charge. Special order items may not be returned for credit. Returns are for credit only and can only be.

5 Years (60 months) from date of installation

- **Dampers**
 - Zone Dampers
 - ZDSM/ZDBM
 - ZDB/ZDS
 - ZDSP/ZDBP
 - Round Dampers
 - RDM
 - RDS
 - RDP
 - Take-Off Dampers
 - RTM
 - RTS
 - RTP
 - Retro-Round™ Insertable Dampers
 - RRP
 - RRM
 - Outlet Zone Dampers (OZD)
 - Manual/Control Dampers
 - MDS/ MDB
 - CDS/CDB
 - Low Leakage Dampers
 - LDS/LDB
 - Line Voltage Dampers
 - ZDLS/ZDLB
 - Round Control Dampers
 - CD
 - CT
 - CRR
 - Manual Adjustable Round Dampers
 - MD
 - MT
 - MRR
 - Line Voltage Round Dampers
 - RDL
 - RTL
 - By-Pass Dampers
 - SPRD
 - RTB
 - Automatic Opposed Blade Damper
- **Zone Control Panels**
 - MMZ3
- MMP2
- MMP3
- H32
- H32P
- MDP3
- MZS4
- MZP4
- BPE
- **Air Sensors**
 - OAS
 - ZPS
- **By-Pass Controls**
 - SPS
 - SPC
- **Thermostats**
 - TDS
 - TPS
 - TTS/TTH
 - TWF
 - WTR
- **Ventilation Controls**
 - FAC
- RDSC
- **Replacement Motors and Accessories**
 - MST
 - MSS
 - MP12M
 - MDM
 - RCD
 - AFC
 - RCD
 - T24
 - 4PDR
 - PIRR

If a product is proven to be defective due to workmanship or materials, is removed within the five (5) year warranty period, and is returned to ZoneFirst in accordance with the procedure described below, ZoneFirst will either replace or credit the customer for the purchase price of the product.

INSTRUCTIONS—INSTALLING OR SERVICING

CONTRACTOR OR DEALER

When replacing a ZoneFirst product under warranty, you should utilize your local ZoneFirst Wholesaler or Distributor for efficient replacement services.

No warranty claim for product replacement or credit will be honored by ZoneFirst without a Returned Materials Authorization Code issued by ZoneFirst.

INSTRUCTIONS—WHOLESALE OR DISTRIBUTOR

The following will apply to the return of any product to ZoneFirst under this warranty:

- (i) Identified with a ZoneFirst Return Materials Authorization Code

(obtained from ZoneFirst after providing Model and Date Codes located on product as well as reasoning for the return)

- (ii) Display the Return Authorization Code and return address label on the outside of the return carton.
- (iii) Packed separately from other returns and protected from shipping damage
- (iv) Have certification by the installer or servicing dealer that the product was removed, due to failure, within the applicable warranty period
- (v) Are received via pre-paid freight at the facility listed on the shipping and/or packing slip
- (vi) Are found by ZoneFirst's inspection to be defective in workmanship or materials under normal use and service

Following the inspection proving the product to be defective, ZoneFirst will either issue credit or a replacement specified from the customer.

Credit: ZoneFirst will issue credit for the cost of the product. The warranty does not cover claims for labor or consequential damage.

Replacement: ZoneFirst will issue a replacement for the defective product. Customer will not be credited for items not meeting warranty criteria as outlined by policy

This warranty will not be honored if:

- ❖ Product is damaged or missing parts or accessory items including batteries
- ❖ Evidence of field misapplications are apparent

Final disposition of any warranty claim will be determined solely by ZoneFirst. If inspection by ZoneFirst does not disclose any defect covered by the warranty, the product will be returned or scrapped as instructed by the customer. Products returned to the customer may be sent shipping charges collect.

For any questions and information please write, call or email:

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