

# INFINIGUARD

1353 Ave. Luis Vigoreaux, PMB 167 • Guaynabo, PR 00966 • phone: +1-858-414-1121 • fax: +1-858-746-5190  
e-mail: info@infiniguard.com • website: www.infiniguard.com

## **INFINIGUARD® Standard Warranty – HVAC Equipment**

Caribbean Energy Solutions (CES) and its affiliates warrant INFINIGUARD® HVAC coatings to be free of defects as long as:

1. Application is completed by an INFINIGUARD® certified applicator following the guidelines set forth by CES.
2. The equipment is registered by an INFINIGUARD® certified applicator using the INFINIGUARD® Maintenance Tracker mobile application.
3. The INFINIGUARD® protected HVAC equipment is visually inspected, serviced and cleaned following the CES maintenance and reporting guidelines every four months (cannot exceed 120 days between cleanings). The service schedule begins from the date of delivery in the field. The equipment startup event and all maintenance events shall be recorded via the INFINIGUARD® Maintenance Tracker mobile application.
4. Cleaning of the INFINIGUARD® protected unit shall be performed with clean, fresh water. In cases where the INFINIGUARD® protected unit has excessive buildup of any substance and/or grease, water and Simple Green® All-Purpose Cleaner (SG) can be used, diluted at a concentration no greater than 10:1 water to cleaner. The use of any other cleaner requires pre-approval from CES. This process is outlined in INFINIGUARD® maintenance guide “Maintenance Procedures for INFINIGUARD® Protected Coils and Equipment” document included in your warranty package and downloadable from our website.

**DEVIATION FROM THE MAINTENANCE REQUIREMENTS WILL VOID THE FIVE-YEAR STANDARD WARRANTY.**

CES provides a five-year standard warranty for new equipment on the integrity of its INFINIGUARD® HVAC coating. If coating failure should occur within the warranty period and it is determined to be caused by exterior corrosion, or improper application or workmanship, CES agrees to either repair the coating at no additional cost to the customer, or provide a refund to the customer. CES reserves the right to determine which of these options is the most appropriate for each piece of equipment.

CES must be notified at the first sign (within 10 calendar days) of external corrosion to the INFINIGUARD® protected surface. See below for NOTIFICATION OF WARRANTY CLAIM. A warranty claim should be filed on the basis of considerable external corrosion throughout the equipment, as opposed to minor cosmetic surface wear/corrosion. Any warranty claim made as a result of internal corrosion or formicary corrosion of the coil pack tubes is not valid. For widespread corrosive failure of more than 25% of the condenser coil pack surface area within the five-year period, a CES representative or INFINIGUARD® certified applicator shall be afforded field access to the coil and equipment to evaluate the root cause. After the evaluation is approved, CES agrees to provide a refund for the coating or a replacement INFINIGUARD® protected coil to the end customer. CES reserves the right to choose which is the most appropriate option to remedy the claim.

When a warranty claim is honored with the replacement of a coated coil, CES will not be responsible for any shipping, customs charges or labor costs for the removal, replacement and installation of the condenser coil pack. This warranty does not cover downtime, replacement equipment, loading, crane, refrigerant recovery, new refrigerant, oils, coolant charge, or temporary equipment rental. The coil replacement is a one-time only replacement and continuing warranty coverage will be reassessed by CES.

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If the integrity of the INFINIGUARD® treated surface has been compromised or disrupted due to repairs or modifications on said equipment, CES must be notified in writing within 10 calendar days.

## REQUIREMENTS FOR ALL WARRANTY CLAIMS AND SUBMITTALS:

1. Registration of equipment using INFINIGUARD® Maintenance Tracker mobile application (IMTA)
2. Active logging of maintenance visits on a four-month minimum schedule using IMTA.
3. Customer submitting claim shall provide original copies of equipment and coating service receipts.
4. CES's obligation hereunder is further conditioned by CES's receipt of written notice, pictures of the alleged defects, and NOTIFICATION OF WARRANTY CLAIM via any of the following:
  - a. IMTA
  - b. Directly to the certified applicator's company
  - c. Email to maintenance@infiniguard.com

**\*\*\*ALL WARRANTY CLAIM SUBMITTALS MUST OCCUR WITHIN TEN (10) CALENDAR DAYS OF FIRST DISCOVERY OF EXTERNAL CORROSION\*\*\***

There is NO warranty for DO-IT-YOURSELF INSTALLATIONS.

CES will not be held liable for any injury associated with the application of its INFINIGUARD® coating or any injuries associated with the use of its coating during or after the installation process pertaining to, but not limited to, applicators, occupants, residents, customers, contractors, or guests. The Standard Warranty does not apply to any physical damage to the INFINIGUARD® coating above and beyond the normal stated wear parameters outlined in CES's guidelines. This warranty applies only to coated surfaces that are kept free of debris and harsh chemicals and does not apply to excessive physical damage from violence, acts of God, of fire, acts of civil disorder, or war.

CES shall not be subject to claims, liabilities, or other obligations that might arise out of any breach of contract (including negligence) between an INFINIGUARD® certified applicator and their client or end user. This warranty shall not apply to any products that are not distributed by CES; such products are sold AS-IS, except if the warranties, if any, are enforceable by the respective manufacturers of such products. CES has no responsibility for any of its coatings that have been installed by anyone other than a certified CES applicator. CES shall not have any responsibility hereunder with respect to its or any products that have been repaired or altered without express written consent from CES.

Any description of the coatings, whether in writing, or made oral by CES or one of its affiliates, or specifications, samples, models, drawings, diagrams, or materials designed to market, sell, or identify the coatings shall not be construed to express the warranty or quantify the warranty as a point of standard unless confirmed in writing by CES.

The End user (the buyer) shall indemnify CES against any and all losses, damages, liabilities, and expenses (including, without limitation to attorney's fees and/or all other costs associated with defending action) which CES may incur as a result of any claim by the buyer or end user arising out of or in connection with the INFINIGUARD® coating sold hereunder and based upon product or service defects not proven to be caused solely by CES.

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## MAINTENANCE PROCEDURES FOR INFINIGUARD® PROTECTED COILS AND EQUIPMENT

The following maintenance procedures are recommended to preserve the life of your treated HVAC unit and ensure optimal operation efficiency of the INFINIGUARD® Protected Coils and Equipment. It is recommended that these procedures are performed by a professional in the industry, whom will have to download the INFINIGUARD® Maintenance Tracker app to register the process. **Documented routine cleaning of INFINIGUARD® Protected Coils and Equipment is required to maintain warranty coverage under the INFINIGUARD® Standard Warranty – HVAC Equipment. Your Warranty Package includes instructions for maintenance registration.**

**WARNING:** Prior to cleaning the unit, turn off and lock out the main power switch to the unit and open all access panels.

### Registration of Equipment Inspection

Registration of inspection of INFINIGUARD® coated coils is required to maintain warranty coverage. The inspection must be registered via the INFINIGUARD® Maintenance Tracker Mobile Application for coils and units protected with INFINIGUARD®. Any corrosion shall be recorded, photographed, and submitted to Caribbean Energy Solutions via the mobile app or email at [info@infiniguard.com](mailto:info@infiniguard.com) within 10 calendar days for any warranty claims.

### Routine Inspection and Cleaning every 4 Months minimum of INFINIGUARD® Protected Coils and Units

Cleaning is essential to extend the life of INFINIGUARD® protected coils and is required to maintain warranty coverage. Coil cleaning shall be part of the unit's regularly scheduled maintenance procedures. Failure to clean an INFINIGUARD® protected coil will void the warranty.

**NOTE: Any visible signs of dirt or chlorides (white deposit) are an indication that the unit has not been cleaned satisfactorily.**

Maintenance of INFINIGUARD treated equipment consists of two steps, removal of dirt and solids from coil surface, and a clean water rinse. These steps are outlined as follows:

#### 1. Removal of dirt and solids from coil surface

**This step shall be completed prior to water rinse of coils!** Surface solids or dirt should be removed prior to clean water rinse using a non-metallic brush to prevent further restrictions of airflow. Ideally before proceeding to the clean water rinse (Step 2), any dirt or solids that may be on the coil shall be removed with low pressure clean water from the back of the coil. This back wash can be accomplished by using a coil cleaning wand or accessing the inside of the coil and spraying low pressure clean water from the inside of the coil to remove dirt and solids from the inside-out. If unable to remove solids from the outside facing side of the coil via back wash from the inside facing side of the coil, then the surface solids or dirt should be removed with a vacuum cleaner. In either case, the tool should be applied in the direction of the fins in order not to damage them.

**NOTE:** Use of a water stream, such as a garden hose, against a surface loaded coil will drive the dirt and solids into the coil. This will make cleaning efforts more difficult & could cause air flow restrictions, even damaging the coils and voiding the warranty.

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## **2. Clean Water Rinse**

A clean water rinse is required as part of the maintenance plan in order to maintain the 5 year warranty. This will help maintain the equipment operating at optimal efficiency. It is very important when rinsing not to use excessive pressure to avoid damaging the fin edges and the coating, voiding the warranty. This required maintenance activity will improve the operating efficiency of the coated coils, and ensure the longest possible useful life of your equipment.

## **3. SG Solution for excessive buildup and/or grease (optional)**

If SG were to be used in the case of a unit that has excessive buildup and/or grease it must be diluted at a concentration no greater than 10:1 clean water to SG. The diluted SG solution shall be sprayed on surfaces requiring removal of buildup and/or grease after completion of Clean Water Rinse, and be allowed to sit on the surface for 3 to 5 minutes. The Clean Water Rinse shall be repeated to ensure complete removal of the diluted SG solution. It is very important that the SG solution does not dry on the surface. If the SG solution dries on the surface, the dry area must be sprayed and re-wet with the SG solution, and rinsed by repeating the Clean Water Rinse before the solution dries. NOTE. It is essential to remove all SG with fresh, clean water until rinse water is free of suds and is completely clear.

Any questions regarding warranty claims or maintenance procedures shall be addressed to Caribbean Energy Solutions via email at [info@infiniguard.com](mailto:info@infiniguard.com) or phone at +1 (858) 414-1121.

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## **INFINIGUARD® MAINTENANCE TRACKER REGISTERING ROUTINE MAINTENANCE AND INSPECTIONS**

1. Complete INFINIGUARD® protected equipment's routine maintenance following the guidelines specified in the INFINIGUARD® Maintenance Procedures. You may find this document in [www.infiniguard.com](http://www.infiniguard.com). Use water only.
2. Open the INFINIGUARD® Maintenance Tracker mobile app on your iOS or Android device. If you have not downloaded it, you may do so for free from the iOS App Store or Google Play. Ensure to enable location services on your mobile device for maintenance registration.
3. Scan the unit's QR Code using the INFINIGUARD® Maintenance Tracker mobile app to register the maintenance event and follow the steps indicated via the mobile app.
4. You will be prompted to take 2 pictures (one of the equipment tag and another of the complete unit). First you must take a picture of the equipment tag. For the picture of the equipment tag, the model and serial number **MUST** be clearly legible.
5. Then, you must take a picture of the machine from a distance where the whole machine and surrounding can be seen. When taking a photo of the unit from a distance. Make sure to capture the whole unit.
6. Review pictures and click "Submit" to complete the registration process. If you have a claim to file click "Submit warranty claim" and follow the indicated steps, otherwise your maintenance registration is completed.

**For INFINIGUARD® Maintenance Tracker App Download use QR Codes below.**



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## **INFINIGUARD® Protection for HVAC units in Extreme Environments.**

All INFINIGUARD® coatings performed by a Caribbean Energy Solutions (CES) certified applicator on new HVAC units are guaranteed against corrosion. To maintain warranty coverage, maintenance is essential to ensure that the durability of INFINIGUARD® surpasses the useful life of treated units.

All maintenance must be done just with water and must be registered using the INFINIGUARD® Maintenance Tracker mobile app, which can be downloaded for free from Google Play or the iOS App Store. To maintain warranty coverage, no more than 120 days must elapse between maintenances (3 maintenances per year). In some circumstances where there could be extreme environmental hostilities, it is necessary to increase the frequency of maintenance and no more than 60 days should pass between maintenance services. In these extreme environments (listed below), with environmental hostilities and corrosion that attacks and degrades the equipment in a more aggressive manner, it is necessary to have a minimum maintenance cycle of every 60 days (6 maintenances per year).

1. Paper factories or any of its derivatives.
2. Detergent and/or chemical cleaner factories.
3. Pesticides or fungicides factories.
4. Petroleum/oil refineries or operations associated with the fuel and gas industry.
5. Salt mines.
6. Mines.
7. Exposure to coastal areas where the unit is directly exposed to saline spray. Generally facilities less than 4 miles (6.4 km) from the coast.
8. Exposure to boiler smoke.
9. Any facility where chemicals, greases/oils or soot are expelled in the vicinity of a protected equipment.
10. Places in which units are exposed to harsh elements seasonally. These temporary events include acid rain, sargassum, etc.

In the extreme environments mentioned above, INFINIGUARD® is of great benefit to extend the useful life of the equipment, as well as helping them to operate at their maximum efficiency. If you have any questions regarding the necessary frequency of maintenance to maintain your warranty, please write an email to [info@infiniguard.com](mailto:info@infiniguard.com).