

BULLETPROOF AC



LIMITED WARRANTY

BULLETPROOF AC - BRADENTON, FL 34211 - 941-599-8999 - WWW.BULLETPROOFAC.COM

A MESSAGE FROM BULLETPROOF AC

At BulletProof AC, we're not just another HVAC brand — we're Florida born and Florida built. For over 25 years, our team has lived and worked in the same heat, humidity, and unpredictable weather that challenge your systems every day. That's why we engineer every Product with one goal in mind: to outperform and outlast in the toughest conditions.

We take pride in crafting top-of-the-line HVAC equipment that combines durability, performance, and efficiency. Each unit is designed, tested, and refined right here in Florida to meet the highest standards of quality and reliability. Because when it comes to comfort, we know there's no room for compromise.

At the end of the day, we care about the people behind the systems — the technicians, contractors, and homeowners who rely on us to keep Florida cool. From our family to yours, thank you for trusting BulletProof AC to deliver HVAC Products that truly live up to their name.

Sincerely,

The BulletProof AC Team

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REGISTRATION

Install → Register (90 Days) → Full Coverage Active

Your BulletProof AC equipment must be registered to ensure full warranty coverage within 90 days of installation.

If your Product is not registered, your warranty may be limited or reduced to the base coverage period as allowed by law.

Where required by Florida law, registration does not reduce statutory warranty rights; however, registration is required to receive extended or enhanced coverage where permitted.

Why Registration Is Required?

Product registration allows BulletProof AC to:

- Verify your installation date
- Confirm equipment model and serial numbers
- Activate full warranty benefits
- Provide faster warranty claim processing and service support

How to Register (Takes 2–3 Minutes)

Scan the QR code below



TIP: Registration helps ensure faster service and fewer delays if warranty support is ever needed.

OR visit: <https://www.bulletproofac.com/pages/product-registration>

Need help registering? Contact BulletProof AC Support AT 941-599-8999.

You will need the following information:

- Homeowner name
- Installation address
- Model and serial numbers
- Installation date
- Installing contractor information



Registration Deadline

To receive full warranty benefits, registration must be completed within the required registration period following installation of 90 days.

Who Is Responsible for Registration?

The homeowner is responsible for ensuring that warranty registration is completed, even if the installing contractor assists with the process.

Failure to register within this timeframe may result in:

- Reduced warranty duration
- Limited parts coverage
- Delayed or denied warranty claims

Already Registered?

You're all set. Keep your confirmation email or registration record for your files.

Warranty coverage, terms, and registration requirements are governed by the official BulletProof AC Limited Warranty. Registration does not extend coverage beyond what is permitted by law.

WARRANTY OVERVIEW

What is this Limited Warranty?

This Limited Warranty is issued by BulletProof AC (“BulletProof AC,” “Company,” “we,” “us,” or “our”) and applies to all heating, ventilation, and air conditioning equipment sold by BulletProof AC, including but not limited to condensers, air handlers, heat pumps, and mini-split indoor and outdoor units (collectively, the “Products”).

This Warranty is intended to serve as a single, comprehensive warranty governing all applicable SKUs and installation types unless otherwise required by applicable law. It is designed to clearly outline the scope of coverage, the responsibilities of the homeowner, and the obligations of BulletProof AC.

What does BulletProof AC warrant?

BulletProof AC warrants that, subject to the terms, conditions, limitations, and exclusions set forth herein, the Products will be free from defects in materials and workmanship under normal use and service during the applicable warranty period.

This Warranty covers manufacturing-related defects that occur despite proper installation, operation, and routine maintenance. It does not cover damage or failure resulting from improper installation, misuse, neglect, or external causes.

Where does this Warranty apply?

This Warranty applies only to Products installed within the United States and only when installation is performed by a properly licensed HVAC contractor that is in compliance with all applicable federal, state, and local codes, ordinances, and regulations.

When does warranty coverage begin?

Warranty coverage begins on the installation date, which is defined as the date the Product is originally installed and commissioned for operation. If the installation date cannot be verified through documentation acceptable to BulletProof AC, the installation date shall be deemed to be ninety (90) days after the Product’s sale date as determined by the serial number.

Does warranty coverage continue if the Product is moved?

No. Warranty coverage does not continue if the Product is removed from its original installation location.

Relocation, re-installation, reuse, or transfer of the Product to a different property or structure voids this Warranty in its entirety.

What exactly is covered under this Warranty?

This Warranty covers replacement parts only for components that fail due to defects in materials or workmanship under normal use and maintenance during the applicable warranty period.

BulletProof AC’s sole obligation under this Warranty is limited to:

- Furnishing a replacement part, or
- At its discretion, providing an equivalent substitute part if the original part is unavailable

In certain circumstances, and at BulletProof AC’s sole discretion, BulletProof AC may elect to offer a credit toward the purchase of a comparable replacement Product.

Any replacement part or Product provided under this Warranty is covered only for the remaining portion of the original warranty period and does not extend or restart the warranty term.

Labor, refrigerant, shipping, diagnostic, and related service costs are not covered unless expressly stated otherwise in writing.

NOTE: Warranty coverage is designed to protect against manufacturing defects — not installation or maintenance-related issues.

TIP: Retaining installation and registration documentation can help streamline warranty support if service is ever needed.

PROPERTY TYPES

What Types of Properties Are Covered?

This Warranty applies to Products installed in both residential and commercial properties, subject to the terms and conditions outlined in this Limited Warranty.

Warranty coverage duration, eligibility, and applicable terms are determined by the classification of the property at the time of installation and the intended use of the Product. Differences in coverage reflect the varying usage demands and operating environments associated with different property types.

What Is the Warranty Coverage for Residential Installations?

For residential installations, BulletProof AC provides a limited parts warranty from the date of installation: ten (10) years for split inverter systems and five (5) years for mini-split systems.

Residential installations include single-family homes, condominiums, townhomes, and multi-family dwellings used primarily for residential living purposes. These systems are typically subject to standard residential usage patterns and operating conditions.

To remain eligible for warranty coverage, residential systems must be properly installed, operated, and maintained in accordance with manufacturer guidelines and all applicable codes and regulations. Failure to follow recommended maintenance practices may affect warranty eligibility.

What Is the Warranty Coverage for Commercial Installations?

For commercial installations, BulletProof AC provides a limited warranty covering replacement parts for a period of five (5) years from the installation date.

Commercial installations include, but are not limited to, office buildings, retail spaces, hospitality properties, industrial facilities, and other non-residential applications. Commercial systems often experience higher run times, heavier usage demands, and more variable operating conditions.

Because of these increased demands, commercial installations are subject to different warranty coverage durations and eligibility requirements than residential installations.



How Is the Property Type Determined?

Warranty coverage is determined based on the classification of the property at the time of installation. BulletProof AC may consider factors such as zoning classification, building use, system sizing, operating conditions, and the intended application of the Product when determining whether an installation qualifies as residential or commercial.

If a property's use changes after installation, warranty coverage will continue to be governed by the original property classification at the time of installation.

Does Product Registration Affect Warranty Rights in Florida?

In accordance with Florida law, failure to complete Product registration shall not diminish warranty rights or reduce the warranty period where prohibited by statute.

Where registration is permitted and encouraged, maintaining accurate installation and ownership records helps ensure efficient warranty administration and service support.

EXCLUSIONS

What Is NOT Covered Under This Warranty?

This Warranty does not cover labor or service-related costs of any kind. Warranty coverage is limited to replacement parts only, as outlined in the Warranty Overview section.

The following costs and services are not covered, including but not limited to:

- Diagnostic charges or system evaluations
- Service calls or travel expenses
- Removal of defective parts
- Installation of replacement parts
- Start-up, calibration, or commissioning
- Shipping, freight, or handling charges
- Refrigerant, refrigerant recovery, or refrigerant-related materials
- Refrigerant line sets
- Electrical components external to the Product
- Ductwork, piping, or condensate drains
- Structural modifications or building alterations
- Any other costs associated with accessing, servicing, or reinstalling the Product

Are Maintenance Items or Services Covered?

No. This Warranty does not cover normal maintenance items or routine service-related tasks.

Examples of excluded maintenance items and services include, but are not limited to:

- Air filters
- Belts
- Cleaning of coils or components
- Drain lines or blower cleaning
- Lubrication
- System adjustments
- Routine inspections or tune-ups

Proper maintenance is the responsibility of the property owner and is essential to ensuring system performance and longevity. Failure to perform recommended maintenance may affect warranty eligibility.

Are Cosmetic Issues Covered?

Yes. Factory coating defects are covered for one (1) year from the date of installation.

The following is covered under the (1) year cosmetic warranty:

- Peeling, flaking, blistering, or loss of adhesion of the factory-applied coating due to a manufacturing defect

The following is not covered under the (1) year cosmetic warranty:

- Dings, dents, bends, scratches, or impact damage
- Damage from shipping, handling, installation, service, or environmental exposure
- Normal wear, aging, or appearance changes that do not affect performance

TIP: Following manufacturer installation and maintenance guidelines helps ensure reliable performance and warranty eligibility.

Coverage applies only to the coating, not cabinet structure or panels. Cosmetic conditions that do not affect product performance are not covered beyond the coating defect protection described above.

What Types of Damage or Conditions Are Excluded?

This Warranty does not apply to damage, failure, or defects caused by conditions outside of normal operating use.

Excluded causes include, but are not limited to:

- Improper installation, misapplication, improper sizing, or improper airflow
- Inadequate electrical supply, voltage fluctuations, power surges, or lightning
- Flooding, fire, wind, storms, or other acts of God
- Corrosive environments, salt air exposure, or chemical exposure
- Abuse, misuse, negligence, vandalism, or accidents
- Unauthorized alteration, modification, or repair
- Use of parts, accessories, or refrigerants not approved by BulletProof AC

EXCLUSIONS

The use of unapproved, contaminated, recycled, or alternate refrigerants — including additives or dyes — voids this Warranty in its entirety.

Are Products Purchased Elsewhere Covered?

No. Products purchased on an uninstalled basis, purchased through third-party sellers, online marketplaces, auctions, or other unauthorized channels are not covered under this Warranty unless expressly approved in writing by BulletProof AC.

Additionally, Products installed by unlicensed or unauthorized contractors are not eligible for warranty coverage.

What Happens If the Product Is Altered or Tampered With?

Tampering with, altering, defacing, or removing Product serial numbers or identification labels voids this Warranty in its entirety.

Serial numbers are required to verify Product eligibility, installation date, and warranty status.



WARRANTY CLAIMS

How Do I Obtain Warranty Service?

To obtain warranty service, the owner should promptly contact BulletProof AC or an authorized, licensed HVAC contractor upon discovery of a potential defect.

Prompt notification helps ensure accurate evaluation and timely handling of warranty claims. Warranty claims should be submitted as soon as reasonably possible after an issue is identified.

To initiate a warranty claim, the owner must provide the following information:

- Product model number
- Product serial number
- Installation address
- Installation date
- A detailed description of the issue

TIP: Providing complete and accurate information helps ensure faster review and fewer delays when submitting a warranty claim.

BulletProof AC must be given reasonable access to inspect the Product and verify warranty eligibility prior to authorization of any warranty service or replacement.

All replaced parts must be returned upon request and become the property of BulletProof AC or its supplier.

What Are the Owner's Responsibilities?

As a condition of warranty coverage, the owner is responsible for ensuring that the Product is properly operated and maintained in accordance with manufacturer recommendations and BulletProof AC guidelines.

BulletProof AC reserves the right to request documentation to verify warranty eligibility, including but not limited to:

- Proof of installation
- Product registration
- Maintenance records
- Service history

WARRANTY CLAIMS

This section outlines how to request warranty service and what to expect throughout the warranty claim process.

What Responsibility Does the Installer Assume?

The installing contractor is responsible for proper installation of the Product in compliance with all applicable federal, state, and local codes, ordinances, and regulations.

The installer agrees to indemnify and hold BulletProof AC harmless from claims, damages, or liabilities arising from improper installation, failure to follow required procedures, or code violations.

What Does the Installer Acknowledge by Installing a Product?

By installing any Product covered by this Warranty, the installing dealer or contractor acknowledges and agrees that the Product has been installed in strict accordance with:

- Manufacturer specifications
- BulletProof AC installation standards
- All applicable federal, state, and local codes

The installer further acknowledges that all required start-up procedures, system checks, and commissioning steps have been properly completed.

What Actions May Void the Warranty?

Improper installation, failure to follow required installation procedures, or use of non-approved parts, accessories, or materials may void this Warranty in whole or in part. Warranty eligibility is contingent upon proper installation, operation, and maintenance of the Product as outlined in this Limited Warranty.

How Do I Submit a Warranty Claim?

Warranty claims must be submitted through BulletProof AC's official warranty claims portal.

To begin the process, you may:

- Scan the QR code provided, or
- Visit www.bulletproofac.com



Follow the instructions provided to submit a warranty claim request. You may be required to upload documentation such as proof of installation, Product registration, and service history.

BulletProof AC reserves the right to update or modify the warranty claim submission process at any time.

What Kind of Support Can I Expect from BulletProof AC?

At BulletProof AC, we believe warranty support should be straightforward, responsive, and easy to navigate.

During normal business hours, customers who call BulletProof AC will reach a real person—no automated systems or endless phone menus. Our team is available to answer questions, provide guidance, and assist with warranty-related inquiries.

What Happens After I Submit a Warranty Claim?

Once a warranty claim is submitted through our website or via the QR code, our team will review the information and respond as quickly as possible.

In most cases, customers can expect a response the same business day or the next business day, depending on submission time and claim complexity. Additional information or documentation may be requested to complete the review process.

Our Commitment to Communication

We pride ourselves on clear communication and a customer-first approach. Our goal is to keep you informed throughout the warranty process and to provide timely, professional support at every step.

We understand that HVAC issues can be disruptive, and our team is committed to making the warranty experience as smooth and transparent as possible.

OUR PROMISE: Clear communication, real people, and responsive support—because standing behind our Products matters.

This section outlines important legal terms, limitations, and rights related to this Limited Warranty.

Is BulletProof AC responsible for other damages?

No. To the fullest extent permitted by law, BulletProof AC shall not be liable for any incidental, consequential, indirect, special, or punitive damages.

This includes, but is not limited to:

- Loss of use of the Product
- Lost profits or revenue
- Increased utility costs
- Damage to property

These limitations apply whether such claims arise in contract, tort, negligence, strict liability, or otherwise, even if BulletProof AC has been advised of the possibility of such damages. Some states do not allow the exclusion or limitation of incidental or consequential damages. In such cases, these limitations may not apply.

Is this Warranty transferable?

Unless otherwise required by applicable law, this Warranty applies only to the original purchaser and is non-transferable.

Any transfer of warranty coverage must be approved in writing by BulletProof AC. Unauthorized transfers of ownership or relocation of the Product may void this Warranty, as outlined elsewhere in this document.

What law governs this Warranty?

This Warranty shall be governed by and construed in accordance with the laws of the state in which the Product is installed, without regard to conflict-of-law principles.

Can anyone modify this Warranty?

No. BulletProof AC does not authorize any person or entity—including dealers,

contractors, or service providers—to modify, extend, or assume any obligations under this Warranty. Any modification or extension must be made in writing and signed by an authorized representative of BulletProof AC.

This Warranty provides specific legal rights, and you may also have other rights that vary from state to state.

Are There Other Warranties?

This Warranty is provided in lieu of all other warranties, whether express or implied.

All implied warranties, including but not limited to warranties of merchantability and fitness for a particular purpose, are limited in duration to the applicable warranty period set forth in this document.

Some states do not allow limitations on the duration of implied warranties. In such cases, these limitations may not apply.

Does This Warranty Comply with Florida Law?

Yes. For Products installed within the State of Florida, this Warranty is issued in compliance with applicable Florida law, including but not limited to Chapter 672, Florida Statutes.

What Happens If the Property Is Sold in Florida?

For residential properties located in Florida, this Warranty shall remain in effect upon the sale or transfer of the property occurring on or after July 1, 2024, to the extent required by Florida law, provided the Product remains installed at its original location. Warranty coverage following a sale remains subject to all applicable terms, conditions, limitations, and exclusions set forth in this Warranty.

Does This Warranty Limit Rights That Cannot Be Waived Under Florida Law?

No. Nothing in this Warranty is intended to limit or restrict any rights or remedies that cannot be waived or limited under applicable Florida law.

PLEASE READ THIS SECTION CAREFULLY — IT AFFECTS YOUR LEGAL RIGHTS

Arbitration & Dispute Resolution

Any dispute, claim, or controversy arising out of or relating to the Product, this Warranty, the installation, condition, performance, or failure of the Product, or any services provided by BulletProof AC (collectively, a “Dispute”) shall be resolved exclusively by final and binding arbitration, rather than in court. Notwithstanding the foregoing, either party may pursue an individual claim in small claims court if the claim qualifies and remains an individual action.

Individual Arbitration Only

Arbitration shall be conducted on an individual basis only. The parties expressly waive any right to participate in a class action, class arbitration, private attorney general action, or any other representative proceeding.

Governing Law & Arbitration Administration

This arbitration provision shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et seq.). Arbitration shall be administered by JAMS or another mutually agreed-upon arbitration organization in accordance with its applicable rules. Unless otherwise required by law, arbitration shall take place in the federal judicial district in which the Product is installed.

Arbitration Decision & Fees

The arbitrator’s decision shall be final and binding, and judgment on the award may be entered in any court of competent jurisdiction.

Each party shall bear its own attorney’s fees and costs, unless otherwise required by applicable law. BulletProof AC will pay or advance arbitration filing fees as required to comply with applicable consumer protection laws.

Survival & Severability

This arbitration provision shall survive the expiration or termination of this Warranty. If any portion of this arbitration provision is found to be unenforceable, the remaining portions shall remain in full force and effect.

Owner Responsibilities

As the Product owner, you are responsible for:

- Ensuring the Product is installed by a properly licensed HVAC contractor
- Operating the Product according to manufacturer guidelines
- Performing routine maintenance as recommended
- Using only approved parts, accessories, and refrigerants
- Keeping installation, registration, and service records

Failure to follow required installation, operation, or maintenance guidelines may affect warranty eligibility.

Best Practices to Avoid Warranty Delays

Most warranty delays can be avoided by submitting complete and accurate information the first time.

Before requesting warranty service, make sure you have:

- Product model and serial numbers
- Installation address and installation date
- Proof of installation and product registration (if applicable)
- Maintenance or service history, if requested
- A clear description of the issue

Submitting complete documentation helps ensure faster review and fewer follow-ups.

Helpful Reminders

- Keep your warranty documents in a safe place
- Do not alter or remove Product serial numbers
- Avoid unauthorized modifications or repairs
- Contact BulletProof AC promptly if an issue is identified



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