

Aeromist Product Warranty Policy

Effective: 1/1/2026

1. Product Warranty Coverage

a. Standard Warranty Period

- **Aeromist Pump Warranties**
 - **Aeromist MistMaid Pump:** 90-Day Limited Warranty
 - **Aeromist Solace Pump:** 1-Year Limited Warranty
 - **Aeromist Pinnacle, Pinnacle-E, Pinnacle Pro, and VFD Pumps:**
 - **Entire Pump:** 1-Year Limited Warranty
 - **Pump Motor, Head, Solenoid:** 3-Year Limited Warranty
- **Aeromist Fans, Parts, Components, Accessories:** 1-Year Limited Warranty
 - **Excludes MistMaid-specific parts/components:** 90-Day Limited Warranty

! Note: All Aeromist Product Warranties start on the date of purchase listed on Proof of Purchase

b. Eligibility

This warranty applies to:

- **Products branded as Aeromist or sold directly via Aeromist**

Eligible Parties:

- Authorized **Aeromist dealers**
- **End consumers** who purchased:
 - Directly from Aeromist, or
 - Through a verifiable Aeromist dealer or installer

! Note: This warranty is **non-transferable**. It is valid only for the original purchaser and becomes void if the product is resold or transferred.

! Note: Aeromist does not recognize or honor any third party warranties purchased through Aeromist dealers, installers, or other resellers.

2. Customer Responsibilities

To maintain warranty coverage, customers must:

- Provide **proof of purchase** (receipt/invoice from Aeromist or authorized dealer/installer)
- Follow **proper installation and usage instructions**
- Conduct **annual maintenance**, including:
 - **Oil change** for the pump (required for 3-year coverage to remain valid)
 - Use only Aeromist-approved replacement parts

3. What is Not Covered

The following are **excluded** from warranty coverage:

- Damage resulting from:
 - Dropping, misuse, abuse, or neglect
 - Freezing temperatures or failure to winterize the system
 - Use of non-approved parts or accessories
 - Improper installation or modification

- Normal wear and tear
- Labor or service fees not performed by Aeromist or its authorized service partners
- Transport/shipping to Aeromist for warranty review or repair
- Third party warranties provided by Aeromist dealers, installers, or other third party resellers

4. Service Requirement for 3-Year Coverage

To maintain the **3-year warranty** on the **pump motor, head, and solenoid**, the following condition must be met:

- **Annual oil changes** must be performed.
 - Proof of service may be requested (e.g., dated service receipt or maintenance log).
 - Failure to provide evidence of regular service may **void the extended coverage** beyond 1 year.

5. How to Initiate a Warranty Claim

To file a claim:

a. Contact Us

Email: customerservice@aeromist.com

Phone: **833-367-6478**

Hours: **Monday–Friday, 7:30 AM – 4:00 PM (MST)**

b. Ship or Deliver Your Product

Aeromist Service Department

21500 N Eighth Way, Unit 100

Phoenix, AZ 85024

- Drop-off: Monday–Friday, 7:30 AM – 4:00 PM
- Shipping: Pack the pump securely to avoid damage in transit

c. Include the Following

- Proof of purchase (invoice or receipt)
- Your full name, address, phone number, and email
- Responses to the following questions:
 1. Pump model and/or size
 2. Does the pump power on?
 3. Is the pump leaking? (Water or oil? Where?)
 4. Does the pump maintain 1000 PSI pressure?
 5. Is water/mist emitted from the nozzles?
 6. Has the pump been serviced previously? (Oil change, filters, etc.)
 - If yes, when was the last service?

6. Limitation of Liability

Aeromist’s liability under this warranty is limited solely to the repair or replacement of defective components, as determined by Aeromist.

Aeromist is **not liable for**:

- Loss of revenue or profits
- Business interruptions or customer dissatisfaction
- Downtime resulting from equipment failure

- Transportation or shipping costs to/from our service facility
- Any indirect, incidental, or consequential damages

7. Final Notes

- All warranty determinations are at the sole discretion of Aeromist.
- Repairs or replacements do not extend or renew the original warranty period.



Need Help?

Have questions before submitting a claim? Contact our team at customerservice@aeromist.com or call **833-367-6478**.