

B&A Air Technologies — FAQs

What's Covered

Every B&A commercial rooftop unit comes with a 5-year parts warranty. That includes all factory-installed parts and the compressor. If a part fails due to a manufacturing defect during the warranty period, we replace it at no charge for the part.

What's Not Covered

This is a parts-only warranty. Labor, refrigerant, diagnostic time, crane charges, and any service-related costs are your responsibility (or your customer's). That's standard in the industry and keeps the warranty straightforward.

When Does the Warranty Start?

The clock starts on the earlier of the install date or the ship date. If you send us proof of installation, we use that date. If you don't, we default to the ship date. Either way, you've got 5 full years of parts coverage.

One rule: the warranty start date can't be set more than 12 months after the unit ships. So if a unit sits in a warehouse for over a year before install, coverage starts from the ship date.

Do I Need to Register?

No. Keep your invoice or proof of purchase on file. That's all you need.

How Do I File a Claim?

Contact B&A directly. Have the serial number, your proof of purchase, and a description of the issue ready. We'll review it and, if approved, ship the replacement part to you. We do require pre-approval before any parts are shipped or purchased elsewhere.

If you buy a part from a supply house without our approval first, we can't reimburse that. Reach out to us before you spend money and we'll take care of it.

Can the Warranty Transfer?

Yes. If the property changes hands, the warranty stays with the unit. The remaining time carries over — it doesn't restart.

What's Excluded?

The usual items: improper installation, lack of maintenance, power issues, unauthorized modifications, storm or environmental damage, and normal wear. If the unit was installed correctly and maintained, you're covered.

Bottom Line

We built this warranty to be fair, usable, and real. No registration hoops. No fine-print traps. If something fails because of a defect, we'll make it right with a replacement part. Straightforward.