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From the desk of John Miles

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Re : Internet Sales of Samsung Air Conditioning Units

It has come to our attention that it is possible to purchase Samsung and Quietside Mini Splits directly from various Internet sources. Quietside/Samsung does not endorse this practice.

Samsung & Quietside Mini Splits are designed to be installed by a trained, competent and licensed (where required) HVAC professional, and should not be installed by unqualified personnel.

Therefore it is with regret that we must make the following statement :

**As it is impossible to guarantee the provenance of the product and the quality of the installation, Samsung must withdraw any warranty coverage and technical support assistance on Samsung/Quietside Mini Splits known to be purchased from an internet vendor. This also specifically includes the limited labor warranty provided on the units, model year 2006 and onwards.**

**For products purchased on the Internet, customer support and warranty support are the responsibility of the company selling the product**

We always recommend that a local HVAC contractor be used to provide our equipment, this ensures that it will be correctly sized, installed and serviced.

If you have questions please do not hesitate to contact me.

Yours truly,

A handwritten signature in blue ink, appearing to read "John Miles".

John Miles  
Director of Engineering and Technical Support