

2021
CONTRACTOR DIRECT
TOOLBOX



CONDAIR HUMILIFE
RESIDENTIAL HUMIDIFIERS

Effective April 1, 2021



Welcome to Condair HumiLife

We are going to make a great team!

We are excited that you are now part of the Condair HumiLife team. This document includes everything you need to start selling the HumiLife whole home humidification systems.

Forget everything you ever knew about humidifiers: Condair HumiLife brings genuine quality of life to homes with a complete range of top quality humidifiers to suit every budget, that are easy to install and even easier to maintain. Your customers will reap benefits of improved health and comfort as well as ensuring their valuables are protected.

By working with Condair, the world leader in humidification solutions, you will have access to the most advanced range of humidifiers uniquely configured to latest technology, which customers love! Your Condair HumiLife partnership includes:

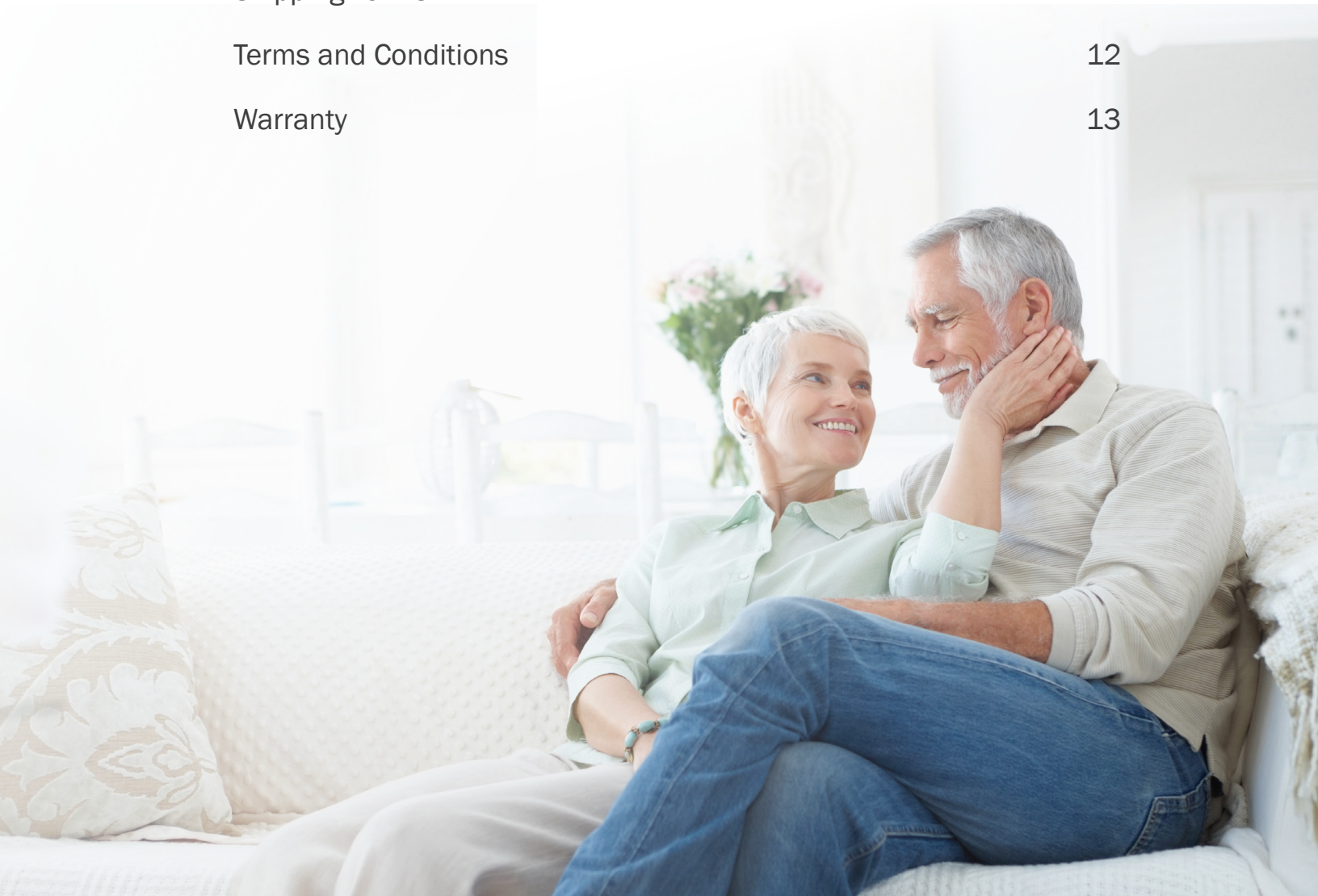
- Margin enhancement. Buy direct from Condair.
- Easy buying platform supporting contractor discount.
- Quick shipment promise.
- Easy installation.
- Dedicated technical point of contact.
- Lead generation program.

We Are Here to Support You

SALES MANAGER		
Todd Clarke	todd.clarke@condair.com	312.848.8373
SALES		
Tina Hemming	tina.hemming@condair.com	315.723.5858
MARKETING		
Naomi Cassidy	naomi.cassidy@condair.com	1.866.667.8321
TECHNICAL SUPPORT		
Support Team	na.support@condair.com	1.866.667.8321
GENERAL		
General Inquiries	na.humilife@condair.com	613.822.0335 or 1.866.667.8321

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Condair HumiLife Contractor Benefits



HumiLife | Proven Steam Solution (RH)

- Easy smartphone App for remote control and monitoring
- One SKU# to order all three power configurations (110/120V, 220/240V, 208V)
- Hygienic whole-home steam humidifier.
- Proven, reliable, and safe electrode steam technology.
- Automatic control – set it and sleep easy.
- Easiest maintenance with no tools required.
- Cannister replacement with easy pin system removal.
- Quiet operation.
- Automatic cylinder lifetime detection to avoid manual reset.
- Drain water automatically tempered to meet local plumbing codes.
- Patented auto-adaptive water management maximizes cylinder life.
- Lightweight design for direct furnace mounting or remote mounting.



DOWNLOAD THE SALES BROCHURE



DOWNLOAD SPEC SHEET



HumiLife | Economical Solution (RE)

- Smartphone App for remote control and monitoring
- Whole-home evaporative bypass style humidifier
- Industry-unique ceramic media pad can be easily removed and cleaned in a standard dishwasher cycle – no tools or expertise required
- Automatic operation – set it and sleep easy
- Quiet operation
- Integrated water savings mode.
- Built-in sensors to detect air temp and minimize water waste
- Install on supply air (recommended) or return air duct
- Bypass duct collar can be oriented for left or right side connection
- Built in sensors eliminate need for air proving switch.



DOWNLOAD THE SALES BROCHURE



DOWNLOAD SPEC SHEET

Pricing

Condair HumiLife offers competitive pricing and promotions to bring our premium air humidity products to your customers homes



DOWNLOAD CONDAIR
HUMILIFE PRICING

Benefits to Your Customer - Key Selling Points

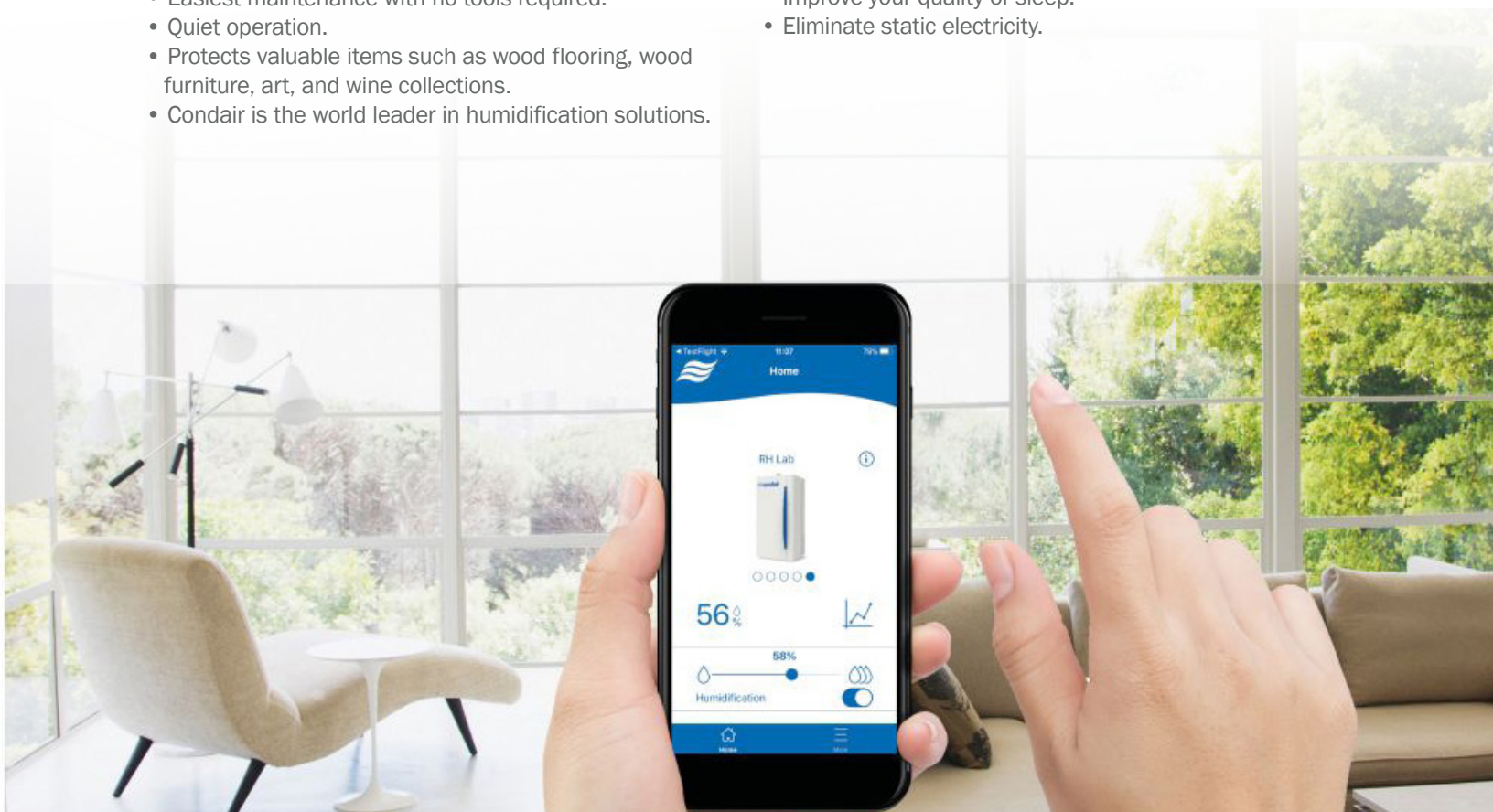
GENERAL

- Smartphone App for easy control and monitoring
- Economic and energy efficient solution for reliable humidity control.
- Hygienic whole-home steam humidifier that protects your health and aides in wellness.
- Automatic control – set it and sleep easy.
- Easiest maintenance with no tools required.
- Quiet operation.
- Protects valuable items such as wood flooring, wood furniture, art, and wine collections.
- Condair is the world leader in humidification solutions.

HEALTH

Maintaining the humidity in your home between 40-60% RH will:

- Reduce illness due to viruses and bacteria.
- Improve your immune system response.
- Minimize dry throat, skin, and eyes.
- Reduce allergy and asthma symptoms.
- Improve your quality of sleep.
- Eliminate static electricity.



Contractor Direct Start Up Packages

To offer a turn key solution for new contractors, Condair has put together a Marketing Support Package to get you started on the right foot. Additional marketing resources can be organized by contacting the Condair HumiLife marketing team.

Your HumiLife start up package can include:

- ⇒ Sales brochures for the RH Series
- ⇒ Window decals for use on your building or vehicle windows
- ⇒ Multi purpose stickers
- ⇒ Condair golf shirt (in the size of your choice)
- ⇒ Condair ball cap
- ⇒ Choice of pullup banner or outside flag
- ⇒ Choice of product display (Dealer Program only) (wall mounted, floor stand, or table top)



PRODUCT LITERATURE



CONDAIR BRANDED APPAREL



PRODUCT TABLE TOP DISPLAY



WINDOW CLINGS FOR BUILDINGS OR VEHICLES

Social Media

Condair HumiLife is active on the following social media channels. Be sure to follow us for the latest news, and tips. As well, dont forget to tag us in any of your Condair HumiLife posts.



[@CondairHumiLife](#)

[#CondairHumiLife](#)



Marketing Support

As part of the Condair HumiLife Contractor Direct program, contractors are supported by a wide variety of highly effective and professionally designed marketing and sales material. This support material helps in the sales process by presenting a professional brand message, product functionality and product features and benefits. All of these pieces can be co-branded to include your logo and contact information.

- Co-branded sales brochures
- Direct mail post cards.
- Posters
- Business Cards
- E-newsletters
- Advertisements for print media

Need something else? Just let us know!



Logo Useage

The Condair logo may be added to your website in the formats lies below. The logo should be placed in an area that is free of any compeating text.

PANTONE
300

CMYK
100 50 / 0 / 0

RGB
0 / 106 / 179



Promo Store

www.condairpromostore.com

Looking for a promotional item to give your customers to thank them for their business or to assist with an upcoming promotion? Our Promo Store offers a wide variety of promotional items from hygrometers to keychains to appariel and all at a co-op discount.

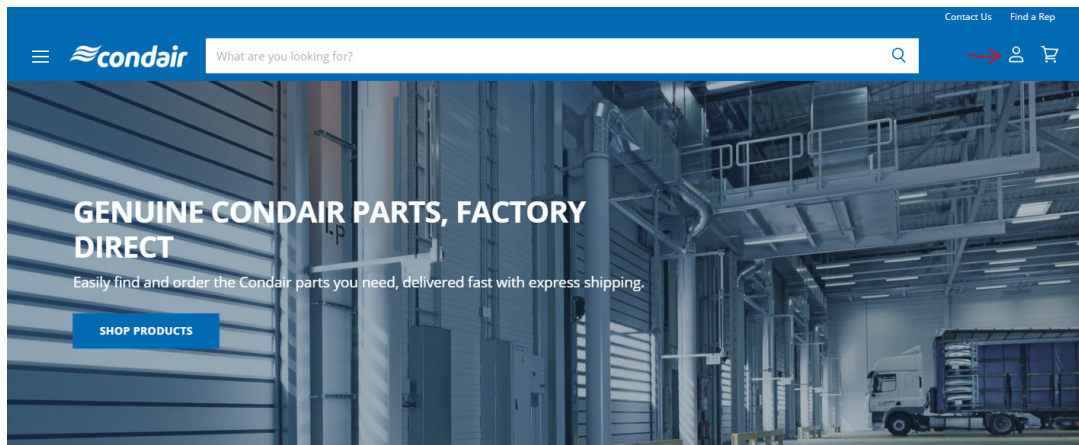
And dont forget that regular shipping is always free with your order!

Visit our promo store today.



How To Order From Condairparts.com

Head to **www.CondairParts.com** (www.CondairParts.ca for Canadian customers) and select the account icon in the top right corner. From this page, select “Create account”. After clicking “Create”, Condair will receive a request for a new contractor account. Approval should be granted within 1 business day. Once approved, head back to the login page, enter your details and sign in to access special contractor discounts.



ACCOUNT
ICON

Once logged in as an approved contractor, on the home page you will see some of our best selling spare parts and you’ll notice the contractor discount has been applied.

To find HumiLife products & spare parts, you can simply search “HumiLife” in the top search bar or select the menu icon in the top left corner. From the menu, select “Shop by Series” and under “Residential Humidifiers” there are HumiLife Humidifiers and Spare Parts categories.



MENU
ICON

Under Humidifiers, you’ll find the HumiLife RH (The proven steam solution) and the HumiLife RE (The economic solution for forced air heating). Click on a product to see more information.

Under the HumiLife Spare Parts collection, you will find all spare parts & controls for both the RH & RE. You can use the filters on the left hand side of the screen to narrow down your search.



If you would like to learn more about ordering through CondairParts.com, download the complete instruction guide.

Shipping When Ordering Through Condairparts.com

All orders are fulfilled within 2 business days of order receipt when submitted through www.condairparts.com.

Proven Steam Solution Humidifiers (RH Series)

Free two day shipping / overnight available.

Economic Steam Solution Humidifier (RE Series)

\$1000 minimum order for free two day shipping.

Terms And Conditions

PRICES:

All prices are LIST price. All prices and discount factors are subject to change without notice.

ORDERS:

All orders must be in writing (made out to Condair Inc. or Condair Ltd. hereinafter collectively referred to as Condair), and are subject to acceptance by Condair's Credit Manager prior to production release and are contingent upon governmental regulations, availability of labor and materials, strikes, accidents, fires, and all other causes beyond the control of Condair.

SHIPPING TERMS:

All Condair HumiLife products and parts orders that are over \$1,000 net invoice value are shipped FOB factory, standard ground freight included to the continental United States and Canada. All air freight charges are extra. Export crating and export shipping costs are extra.

RISK OF LOSS & DAMAGE:

Risk of loss or damage passes to the Buyer when the equipment described herein is delivered to the carrier. Any claim for goods lost or damaged in transit, shall be made by the Buyer against the carrier.

CHANGED OR CANCELLED ORDERS:

- All changed or cancelled orders, in production or completed, are subject to a charge of 30%.
- Orders may generally be cancelled within 24 hours of being placed. Condair will make every effort to stop production of an order upon written notice of cancellation. If production has not started, Condair will waive the cancellation charge.
- Orders for equipment specially fabricated cannot be cancelled. E.g. Condair MN.
- Parts orders that are regular stock items are not subject to a cancellation charge. However, if a parts order is changed, which includes adding new parts to an order; this may cause a delay in delivery.

RETURNED GOODS:

- Condair will accept unused equipment returned for credit only when prior approval has been given. Prior to returning goods a Return Material Authorization Number (RMA) must be obtained and it must be clearly marked on all returned goods. Goods received without an RMA will not be accepted and credit will not be issued. Any material accepted for return must be shipped back prepaid by the Buyer and must reach Condair without damage.
- An RMA will only be issued within 3-months of the equipment's shipping date.
- Any unused equipment accepted for return is subject to a 30% restocking charge.
- Equipment specially fabricated, cannot be returned. E.g. Condair MN
- Credit will only be issued to the original purchaser.
- Credit will be issued in the form of a credit note, which can be used towards a future purchase.

REPLACEMENT PARTS:

- All requests for replacement parts, whether they are for warranty consideration or not, require a covering purchase order, prior to Condair releasing the goods. Goods will be shipped to the Buyer with an invoice.
- To obtain credit for parts covered by Condair's warranty, defective parts must be returned for inspection. To return parts the Buyer must request a Return Material Authorization (RMA) and it must be clearly marked on all returned parts. Parts returned without an RMA will not be accepted and credit will not be issued. All parts returned for credit must be shipped back prepaid by the Buyer.
- All parts must be returned within 3-months of an RMA being issued. Parts returned more than 3-months from when the RMA was issued will not be accepted.
- Credit for parts covered under warranty will be issued, if inspection indicates the returned parts are defective.

PAYMENT:

Terms of payment are net 30 days from date of invoice, unless otherwise specified. The offer of these terms is contingent upon approval by the Credit Manager at the time of receipt of the Buyer's official order. The Buyer agrees that interest on all overdue accounts may be charged monthly at a rate of 2.0% per month (24% per annum). Maintaining good credit will assist in meeting delivery.

Warranty

Condair Inc. and/or Condair Ltd.(hereinafter collectively referred to as THE COMPANY), warrant for a period of **five years** from the date of purchase by the customer, that THE COMPANY's manufactured and assembled products, not otherwise expressly warranted, are free from defects in material and workmanship. No warranty is made against corrosion, deterioration, or suitability of substituted materials used as a result of compliance with government regulations.

THE COMPANY's obligations and liabilities under this warranty are limited to furnishing replacement parts to the customer, F.O.B. THE COMPANY's factory, providing the defective part(s) is returned freight prepaid by the customer. Parts used for repairs are warranted for the balance of the term of the warranty on the original humidifier or 90 days, whichever is longer.

The warranties set forth herein are in lieu of all other warranties expressed or implied by law. No liability whatsoever shall be attached to THE COMPANY until said products have been paid for in full and then said liability shall be limited to the original purchase price for the product. Any further warranty must be in writing, signed by an officer of THE COMPANY.

THE COMPANY's parts or materials that are considered consumables, including but not limited to: cylinders, filters, nozzles, membranes, media, gaskets, O-rings, etc. are NOT covered by the warranty.

THE COMPANY makes no warranty and assumes no liability unless the equipment is installed in strict accordance with a copy of the catalog and installation manual in effect at the date of purchase and by a contractor approved by THE COMPANY to install such equipment.

THE COMPANY makes no warranty and assumes no liability whatsoever for consequential damage or damage resulting directly from misapplication, incorrect sizing or lack of proper maintenance of the equipment.

THE COMPANY makes no warranty and assumes no liability whatsoever for damage resulting from freezing of the humidifier, supply lines, drain lines, or quality of the water used.

THE COMPANY retains the right to change the design, specification and performance criteria of its products without notice or obligation.

THE COMPANY's limited warranty on accessories, not of the companies manufacture, such as controls, humidistats, pumps, etc. is limited to the warranty of the original equipment manufacturer from date of original shipment of humidifier.

For over 70 years, Condair has been the name you could trust for Commercial Humidification, Dehumidification and Evaporative Cooling.

Now you can join our team of experts to provide humidity control to protect families and homes.



BEST IN CLASS PARTNERSHIP

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