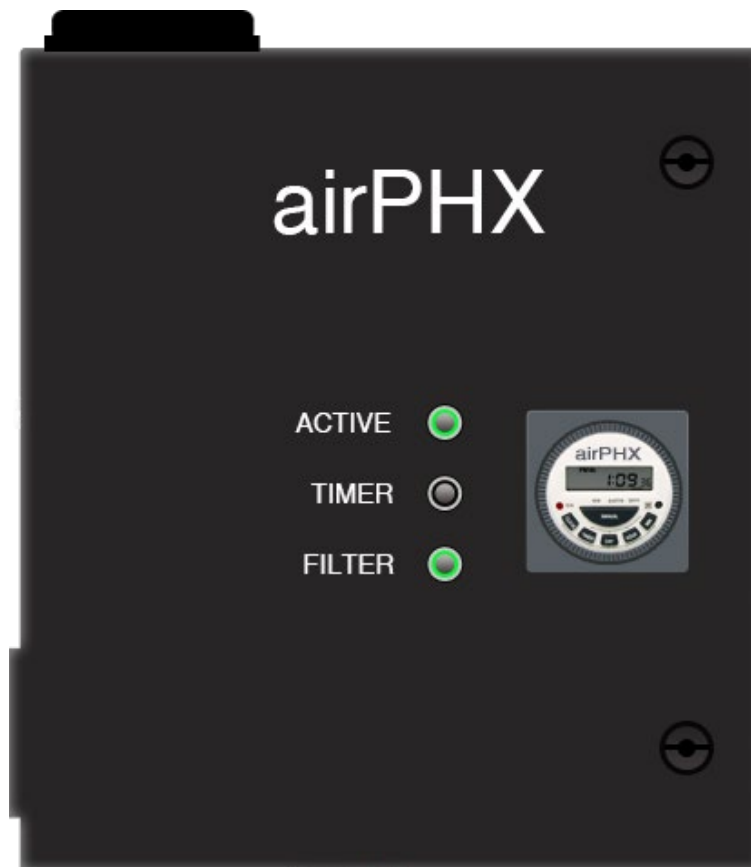


AIRPHX®

PA2400 User Guide

Series 6.0 Rev 5 • July 22, 2021



1 Pre-Installation Check List

Please check the shipping box that your AIRPHX PA2400 arrived in for damage. If any damage is found, please contact your AIRPHX representative prior to installation 855-424-7749 (855-4 AIRPHX).

- Included in the box
 - PA2400
 - Easy mount wall bracket
 - Mounting hardware
 - AC power cord
 - Quick Reference Card
 - Welcome Card
 - AIRPHX 7 Day Timer User Guide
 - Annual supply of filters
- Choose a central mounting location that has good, continuous airflow but is not too close to any strong supply or return vent. The mounting location should be at least four feet from any adjacent wall and at least 2 feet from the ceiling.
- Check to see if an existing 120-volt outlet is nearby to the location. If not, one may need to be added.
- If using an existing outlet, please check the voltage of the outlet prior to installation of the unit.
- Do not install the unit near or within areas with high humidity levels.

Specifications

Capacity	150,000-250,000 ft ³
Frequency	50/60 Hz
Nominal Power (W)	60
Nominal Power (V)	120VAC
Nominal Power (A)	.50
Weight	40 lbs.
Height	17.75 in
Width	16 in
Depth	9.5 in
CFM	>80



Please note: Coverage capacity can vary by location based on a number of factors including facility layout, air circulation and bioburden. Contact an AIRPHX representative to discuss capacity at your particular location.

Contents

1	Pre-Installation Check List	2
2	Notice	4
3	Modes of Operation	6
4	Operations & Controls	7
5	Status Indicators	8
6	Filter Replacement and Reset Procedure	9
7	Installation Instructions	11
8	Installation/Unit Overview	12
9	Installation Procedure	13
10	Installation Procedure Fig 1 & 2	14
11	Installation Procedure Fig 3 & 4	15
12	Installation Procedure Fig 5 & 6	16
13	Testing – Replacement of the Plasma Chamber	17
14	Plasma Chamber Replacement Process	18
15	Q&A	22
	WARRANTY	24
	DISCLAIMER	25

2 Notice

This user guide contains basic information for the safe installation and operation of the AIRPHX PA2400. The operation and installation of this equipment is the sole responsibility of the end-user. Please read this guide in its entirety before installing and operating the equipment.

The AIRPHX PA2400 is intended to treat areas with 250,000 cubic feet of air. In smaller areas, the timer should be used to reduce the amount of oxidizing molecules being released.

- The AIRPHX PA2400 should never be exposed to liquids. If using cleaning products or liquids near or around the unit, please turn the PA2400 off prior to cleaning.
- Please follow all recommendations for the mounting and installation of the PA2400 unit. If you have any question about the installation, please contact your AIRPHX representative at 855-424-7749.
- Find a central location for the PA2400 within the treatment area.
 - *Avoid locations with high humidity, like swimming pools, whirlpools, and showers. High moisture levels can damage the PA2400's plasma chamber.*
 - *Mount the unit at least four feet from an adjacent wall, and at least 2 feet from the ceiling.*
- The PA2400 requires a standard 120-volt outlet. Please verify the following electrical requirements prior to the installation of the PA2400 unit.
 - *Verify the voltage of the outlet. The PA2400 requires a standard 120- volt outlet with a ground and draws only 1/2 amp, therefore it can be part of an existing circuit.*
 - *If a new outlet is installed, please make certain that the outlet meets all local, state and national electrical codes.*
 - *Verify that the outlet is not part of a circuit that may be overloaded. Large power fluctuations associated with overloaded circuits can damage the PA2400.*
 - *Do not use a cord adapter that defeats the earth ground on the provided power cord.*
- The filters on the PA2400 generally need to be replaced every 30 days. There is a Filter indicator, located on the front of the unit, that will illuminate red as a reminder to change the filters. Depending on the environment in the treatment space, it is possible that filters may need to be changed more frequently.

2 Notice cont.

- It is strongly recommended that you mount the AIRPHX PA2400 on a wall using the enclosed hardware.
- If you opt not to mount the unit on a wall, it may be placed flat on the back of the unit with the LEDs and timer facing the ceiling. You will need to ensure that the top of the unit where the air discharges is at least two feet from a wall or obstruction.



Never run the unit by just placing it upright on a shelf or other flat surface. Doing so will block a cooling fan on the bottom of the unit and cause damage to the unit's electronic components.

- To protect against injury, it is recommended that all repairs to the PA2400 be performed by qualified service personnel.
- Do not introduce foreign objects into the unit's intake or exhaust ports.
- Keep the air inlets and outlets of the PA2400 clear of obstructions.
- Do not expose the PA2400 to liquids. Please turn off the PA2400 prior to cleaning around the unit.

Additional filters can be purchased. Please contact your AIRPHX representative at 855-424-7749 or visiting our online store - <https://www.AIRPHX.com/shop>

If further assistance is required, please contact your AIRPHX representative at 855-424-7749 or visit our website <https://www.AIRPHX.com/FAQs>, where additional information can be found including user guides as well as helpful videos.

3 Modes of Operation

The PA2400 has three modes of operation.

Run Mode: The power switch is in the ON position (switch will illuminate red). The 7-day timer switch is in the OFF position.

7-Day Timer Mode: Both the power switch and the 7-day timer switch are in the ON position. In this mode, the PA2400 is controlled by the schedules programmed within the 7-day timer.

Standby: In standby, the PA2400 7-day timer is on and the timer is in the middle of an OFF-schedule program. The plasma chamber of the unit and the unit's blower are both off. The Active LED will not be illuminated green.

Please note that if the filter has not been changed within 15 days after the Filter indicator illuminated red, the Active LED will illuminate red indicating the unit's plasma cell is off. At this point, the filter will need to be changed and the filter reset procedure is required. Please refer to the section in this guide, [Filter Replacement and Reset Procedure](#) for more details.



In both conditions, the unit will resume operations once the condition is cleared.

4 Operations & Controls

On/Off Switch

The On/Off switch controls the on/off function of the PA2400. The switch will illuminate RED once pressed, turning the PA2400 on.

7 Day Timer Switch

The 7-day timer switch controls the on/off function of the 7-day timer. The switch will illuminate green once pressed, turning the timer on. Once on, the operation of the PA2400 is controlled by the schedules programmed within the 7-day timer. During an off-schedule program, the unit will go into standby. The PA2400 will resume operation once an on-schedule program is active.

5 Status Indicators

The PA2400 has three status indicators located on the front of the unit.

Active Indicator:

This indicator illuminates green whenever the plasma cell is active, and the unit is producing disinfecting molecules. It will illuminate red if a filter reset has not occurred within the last 45 days or if a fault has been detected within the plasma chamber. If this happens, please reset the Filter LED as explained in the [Filter Replacement and Reset Procedure](#) section of this guide. If after resetting the filter, the Active indicator remains red, refer to the section in this guide [Testing and Replacement of the Plasma Chamber](#) for more details.

Note – It is normal for the blower to run while the Active indicator is illuminated red. This helps remove any moisture from the plasma chamber.

Timer Indicator/Switch:

This indicator illuminates green when the unit is in the 7-day timer mode.

Filter Indicator/Switch:


This indicator will illuminate green at *first activation* of the PA2400. It will remain green for 30 days at which point it will illuminate red indicating it is time to replace the filter. If the filter is not replaced within 15 days of the indicator illuminating red, the unit will go into standby until the filter is replaced, and the filter reset procedure is completed. Please refer to the [Filter Replacement and Reset Procedure](#) section in this guide for further details and instructions.




6 Filter Replacement and Reset Procedure

Filter Locations

1. Turn the PA2400 off.
2. Locate the 92mm intake filter on the left side of the unit. Note, each filter has a grill that holds the filter media in place. This grill needs to be removed in order to replace the filter.
3. Pull on the outer edges of the plastic grill carefully to remove it. A small screwdriver can be used to help pry the grill from its retainer.
4. Replace the filter media.
5. Replace grill by carefully snapping it back onto its retainer. Make certain that the filter media stays within the grill during this process.
6. Once all the filters are replaced, power on the unit. The Filter indicator will still be illuminated red at this point.
7. To reset the Filter indicator, press the filter reset button located on the front of the unit and hold it for 15 seconds. The Filter indicator will change from red to green indicating the filter reset is completed. The PA2400 will resume operation once this process has been completed.

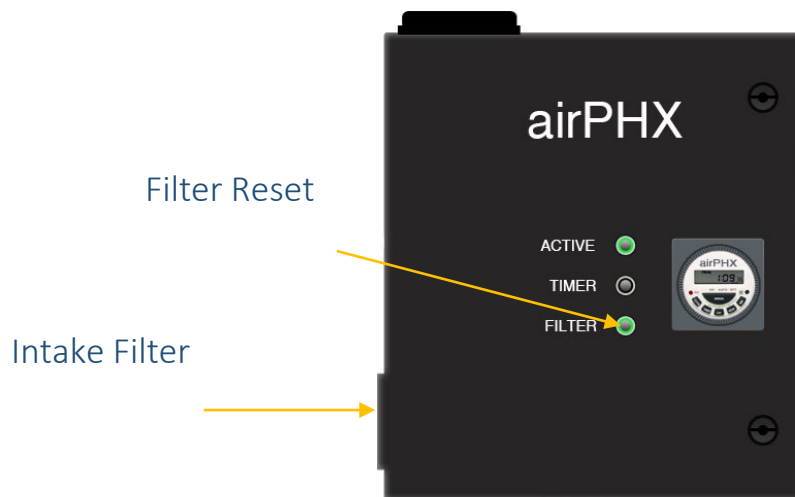
 Please note that if the reset button is pressed again after the reset procedure has been completed or while the Filter indicator is green, the Filter indicator will illuminate red and the unit will cut on and off as long as the reset button is held. This is normal operation.

 Please note that your unit may have a smaller 60 mm filter on the right hand side of the unit. If this filter appears dirty, the plastic grill can be removed and the filter can be discarded. There is no need to replace this filter.

6 Filter Replacement and Reset Procedure cont.

Replacement Filters

Additional filters can be purchased by contacting your AIRPHX representative at 855-424-7749 or visiting our website at <https://www.AIRPHX.com/shop>.

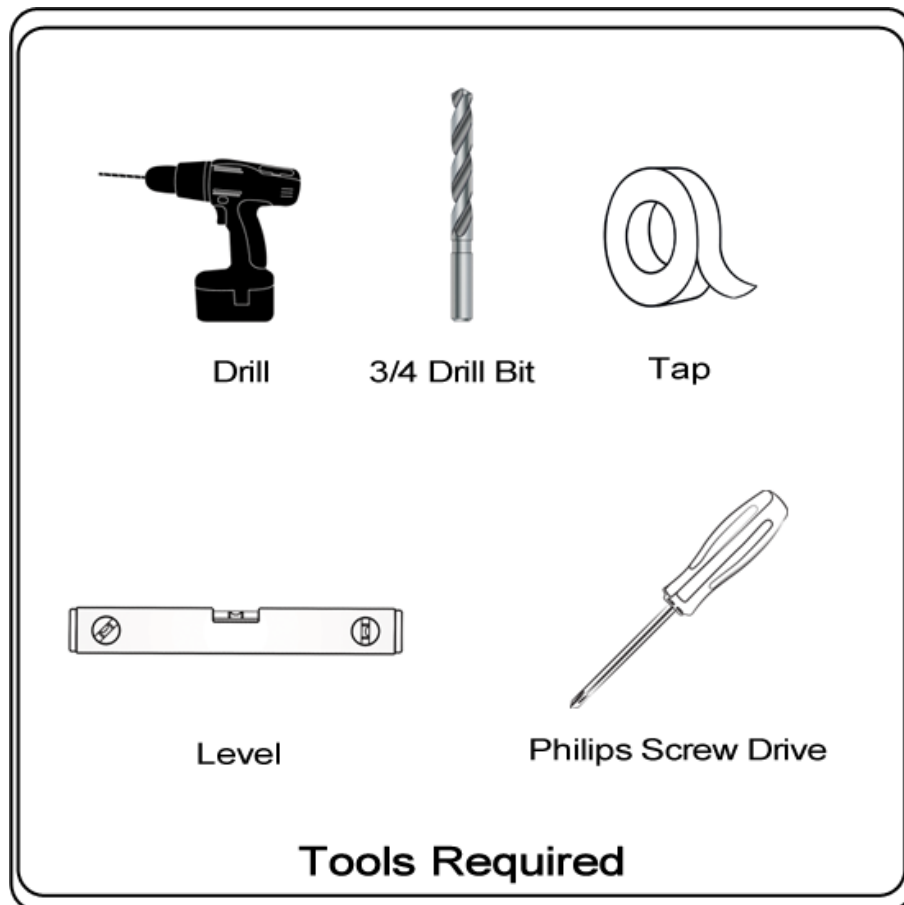


7 Installation Instructions

The PA2400 mounts to a wall utilizing the provided quick mount wall bracket. This bracket gets mounted to the wall first, then the PA2400 mounts on it.

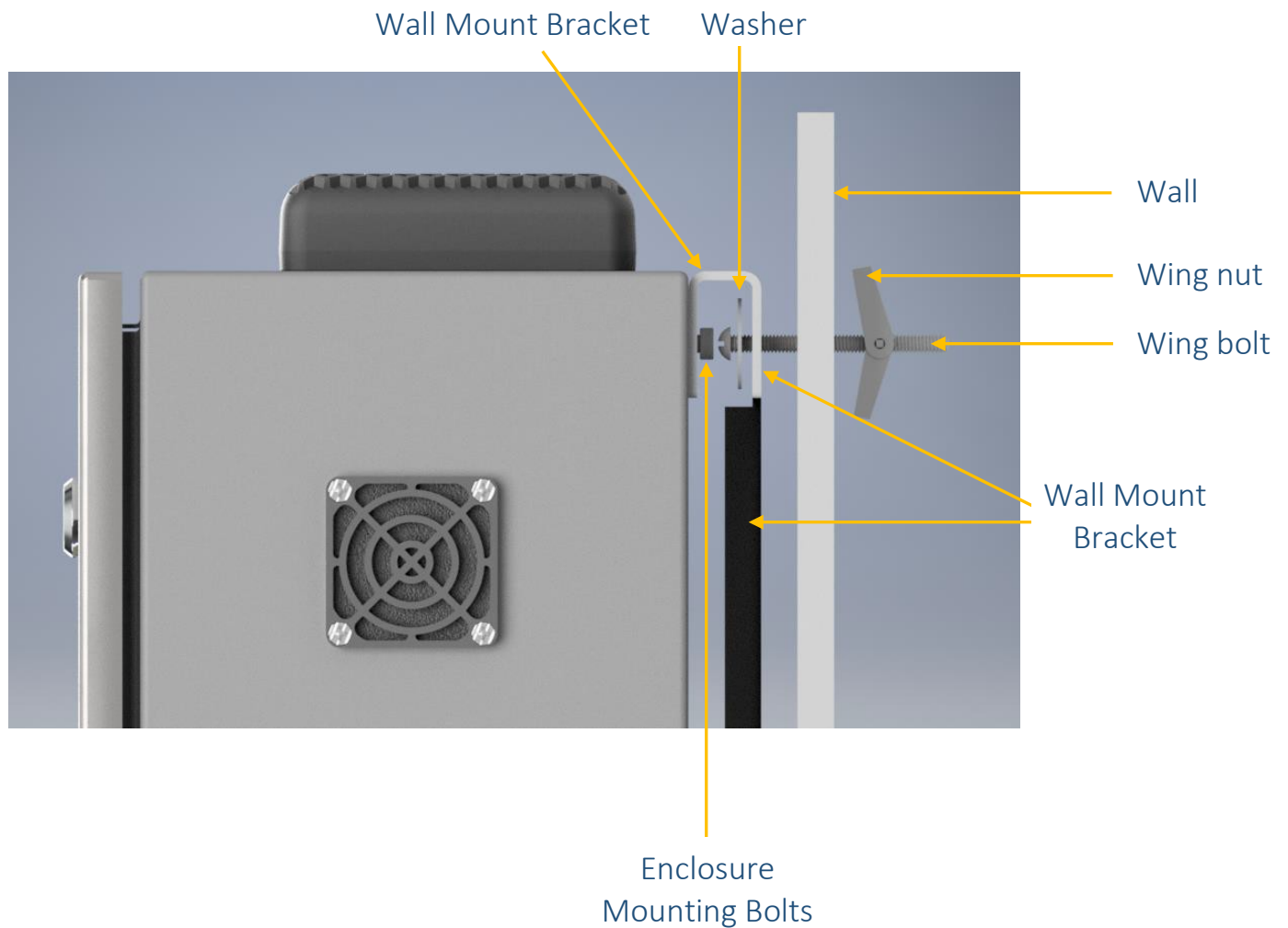
The mounting kit contains:

1. One quick mount wall bracket
2. Four enclosure mounting bolts, pre-installed on the PA2400
3. Four wing bolts and nuts
4. Four fender washers
5. One mounting template



8 Installation/Unit Overview

Below is an overview of the PA2400 and its wall mount bracket.



Note: Your unit will be black if you purchased an AIRPHX PA2400 Series 6.0.

9 Installation Procedure

Procedure:

In the example below, a bolt, flat washer and wing nut are used to secure the wall mount bracket to a drywall surface.

1. Find a central location for the PA2400 in the area you would like to treat. Be mindful of any obstructions that may be within the wall.
2. Using painter's tape, tape the provided installation template to the wall.
3. Utilizing a level, check to make certain that the template is level by placing a level on the *level line* located on the top of the template.
4. Using a punch, mark all four mounting holes for the wall mount bracket.
5. Drill each hole using a $\frac{3}{4}$ drill bit.
6. Insert each bolt through a flat washer and into a wing nut. Thread the wing nut on the bolt far enough that it will not fall off the bolt during installation as shown in fig 1.
7. Insert all four wing bolt assemblies into the holes. Make certain that the wings nuts have expanded and that all four wing bolts and flat washers are sticking far enough out of the wall that the wall mount bracket can be hung on them as shown in fig 2.
8. Hang the wall mount bracket on all four wing bolts with the flat side of the bracket towards the wall as shown in fig 6.
9. Tighten all four wing bolts to secure the bracket to the wall. Using a level on the bracket make certain that the bracket is level before completely tightening the bolts as shown in fig 3.
10. Hang the PA2400 on the wall mount bracket by lining up the four enclosure bolts with the mounting holes in the bracket as shown in figures 4 and 5.
11. The easy mount bracket has four "V" slots that will self-guide the PA2400 into its correct position on the bracket as shown in fig 6.
12. The installation is complete. The PA2400 can be plugged in and turned on.

10 Installation Procedure Fig 1 & 2

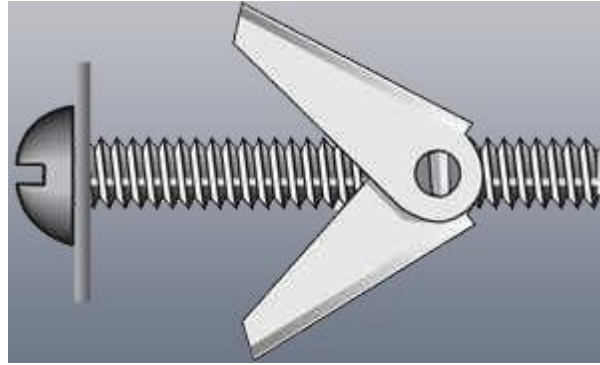


Fig 1

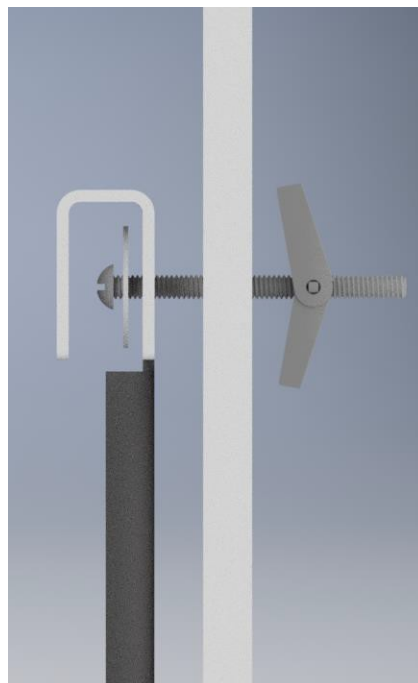


Fig 2

11 Installation Procedure Fig 3 & 4

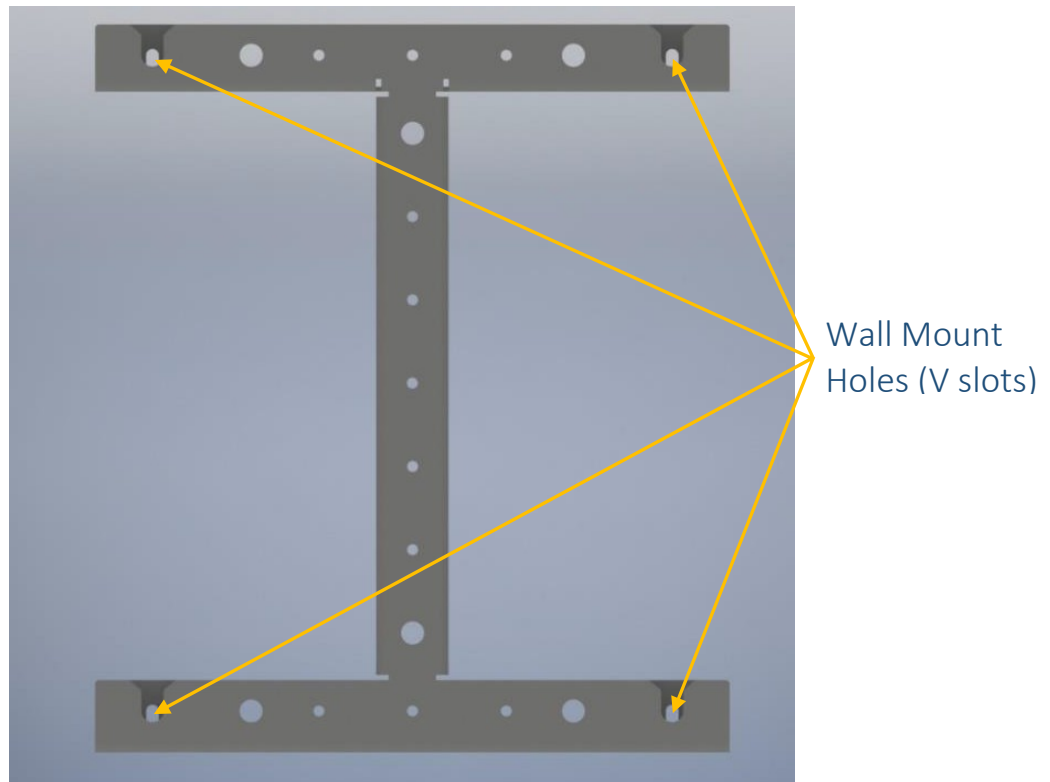


Fig 3

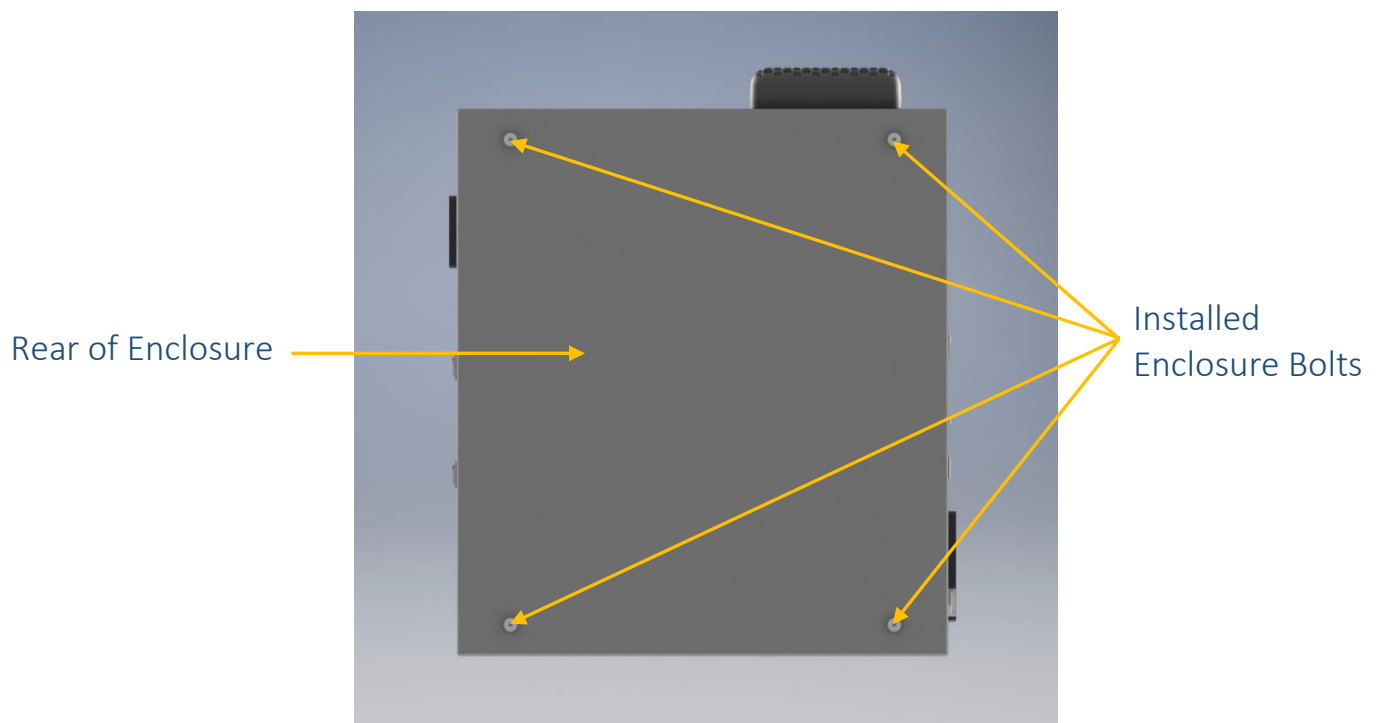


Fig 4

12 Installation Procedure Fig 5 & 6

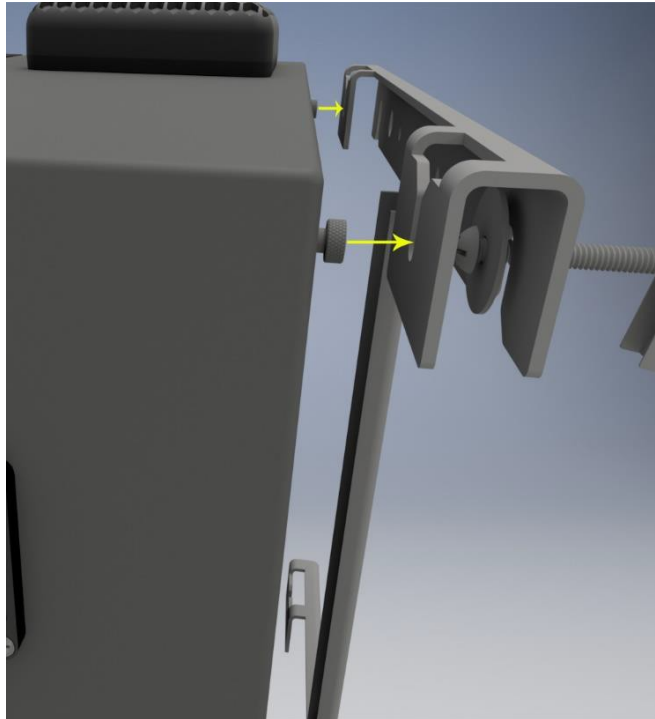
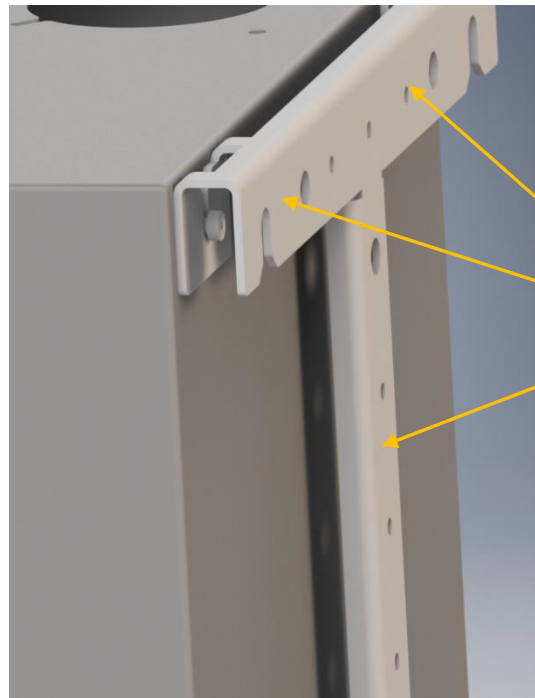


Fig 5



Flat Side of the
Bracket Towards
Wall

Fig 6

13 Testing – Replacement of the Plasma Chamber

The Active indicator on the PA2400 is illuminated red.

If resetting the filter does not clear an Active indicator that is illuminated red, this is an indication that the plasma chamber monitoring circuit has detected a fault within the plasma chamber. There are several factors that can cause a fault. Exposure to high humidity, cleaning solvents, an AC power issue or a foreign substance that has built up on the plasma cell itself. This can be a temporary issue or one that requires the replacement of the plasma chamber. The plasma chamber is designed to be easily replaced without removing the PA2400 from the wall.

A Temporary Issue

Before replacing the plasma chamber, it is a good idea to identify whether it is a temporary issue or one that requires the replacement of the plasma chamber. If this is a new install and the PA2400 was working without issues for several days before the Active indicator illuminated red, the problem is more than likely temporary.

A common reason for the Active indicator to illuminate red is the need to reset the filter function. With the unit powered on, press and hold the filter reset button located on the front of the unit, for 15 seconds. If this is the issue, the Filter indicator will change from red to green and the unit will startup. If the condition does not clear, see below.

An Issue Needing Replacement

If your PA2400 has been installed for several months or years and the Active indicator has illuminated red and you have tried the option above, it may be time to replace it. Over time, the plasma chamber can collect foreign substances that can cause it to fail. This is more than likely due to an environmental factor or something that was recently introduced into the plasma chamber.

To obtain a replacement plasma chamber, please contact your AIRPHX representative at 855-424-7749.

14 Plasma Chamber Replacement Process

1. Turn off and unplug the PA2400.
2. Carefully remove the replacement plasma chamber from the box it was shipped in. *Note – The plasma chamber contains glass elements and is very fragile. If the shipping box or plasma chamber looks damaged, please contact your AIRPHX representative for a replacement.*



3. The plasma chamber is held in place by its exhaust grill located on the top of the unit. The grill needs to be removed in order to gain access to the plasma chamber.
4. Using a small flat blade screwdriver, loosen all four screws that secure the exhaust grill in place. Note - The screws will remain within the grill housing once removed. Refer to fig 1B.
5. The grill can be removed once all four screws have been completely loosened, refer to fig 1C. If you find it difficult to remove the grill, check to make certain that all four screws have been completely loosened.
6. The plasma chamber (tube) will be exposed once the grill is removed. Grasp the end of the tube and pull it straight up and out of the unit. *Note - The plasma chamber has two contact points located at the bottom of the tube. These two contact points need to align with the two notches in the grill base in order to remove the plasma chamber. Refer to fig 1D.*



7. Note - when installing the new plasma chamber, make certain that the notch cut into the top of the plasma chamber is aligned with the front of the unit as shown in fig 1C.
8. With the new plasma chamber in hand, align the contacts on the plasma chamber with the two notches in the grill base, refer to fig 1D.
9. Keeping the plasma chamber in a straight orientation, lower it slowly into the unit. You will feel the plasma chamber come to a stop once it is in its contact socket. *If resistance is felt during this process, you may want to open the front door to the PA2400 to help guide the plasma chamber into its socket.*
10. Replace the exhaust grill taking note of the alignment arrows as shown in Fig 1F.



An instruction video can be found at <https://www.youtube.com/watch?v=cmWUSiliFw>.

14 Plasma Chamber Replacement Process cont.

Plasma Chamber
Exhaust Grill



Fig 1A

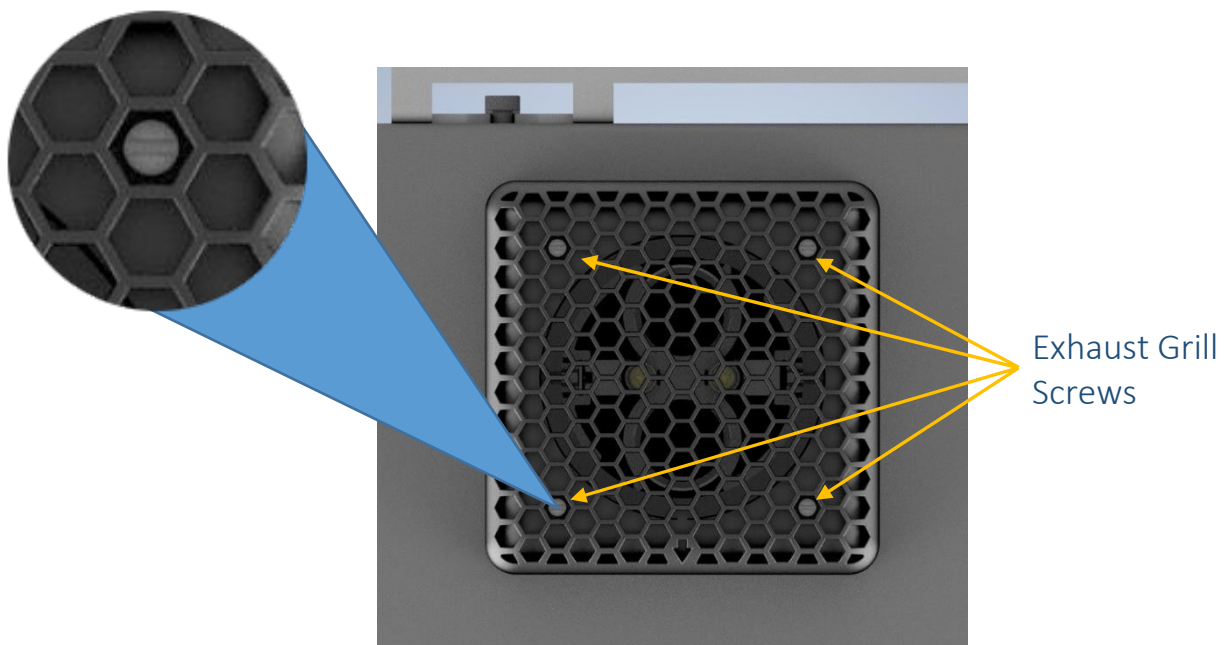


Fig 1B

14 Plasma Chamber Replacement Process cont.

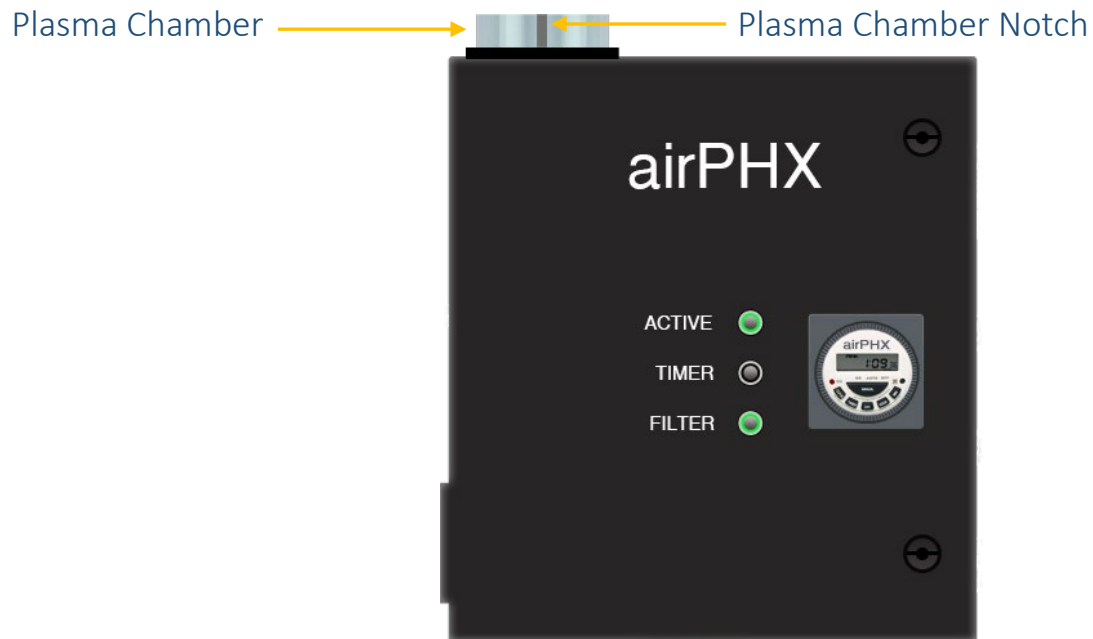


Fig 1C

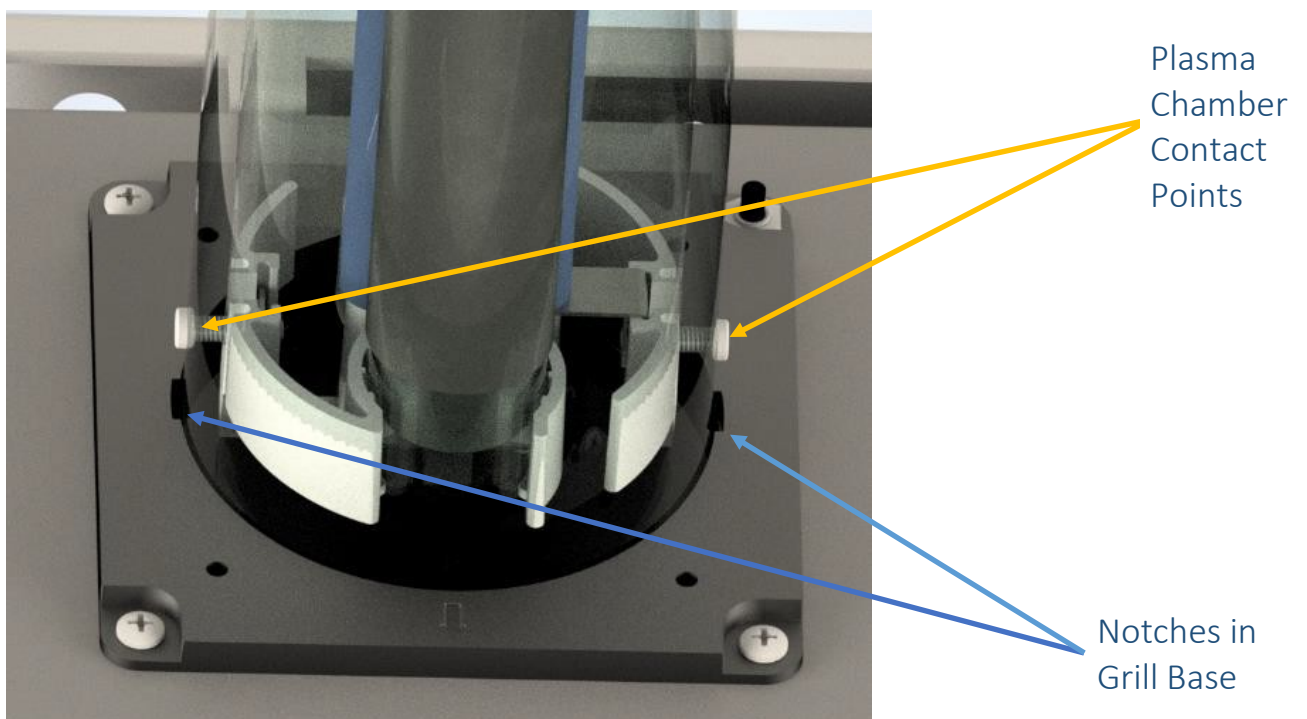
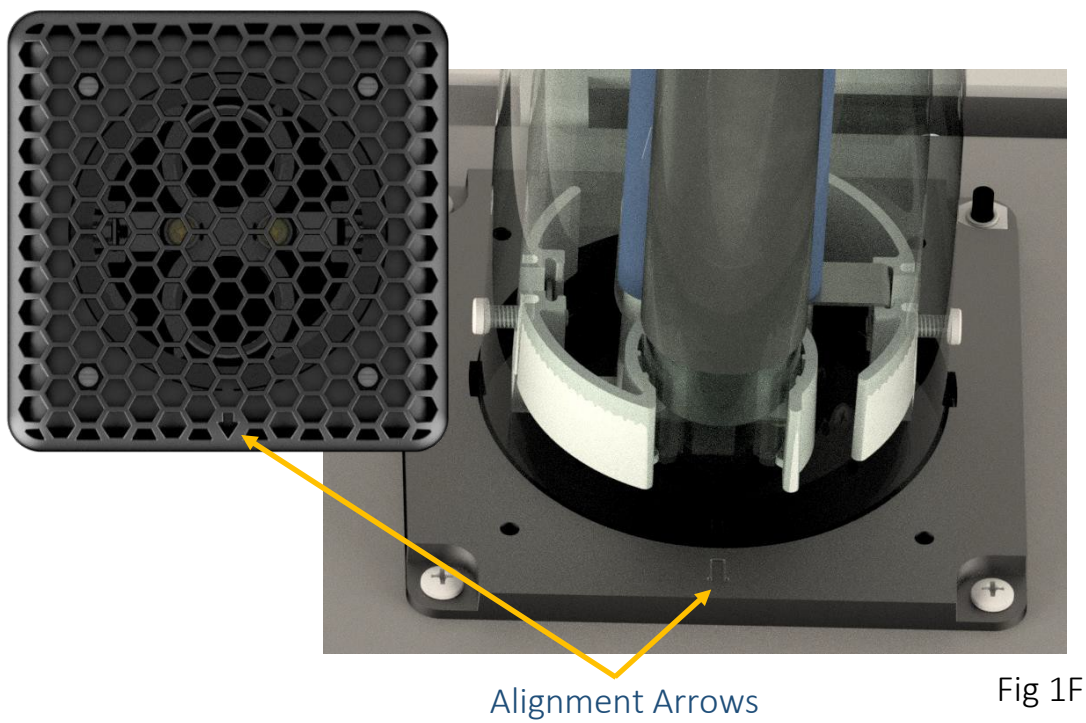
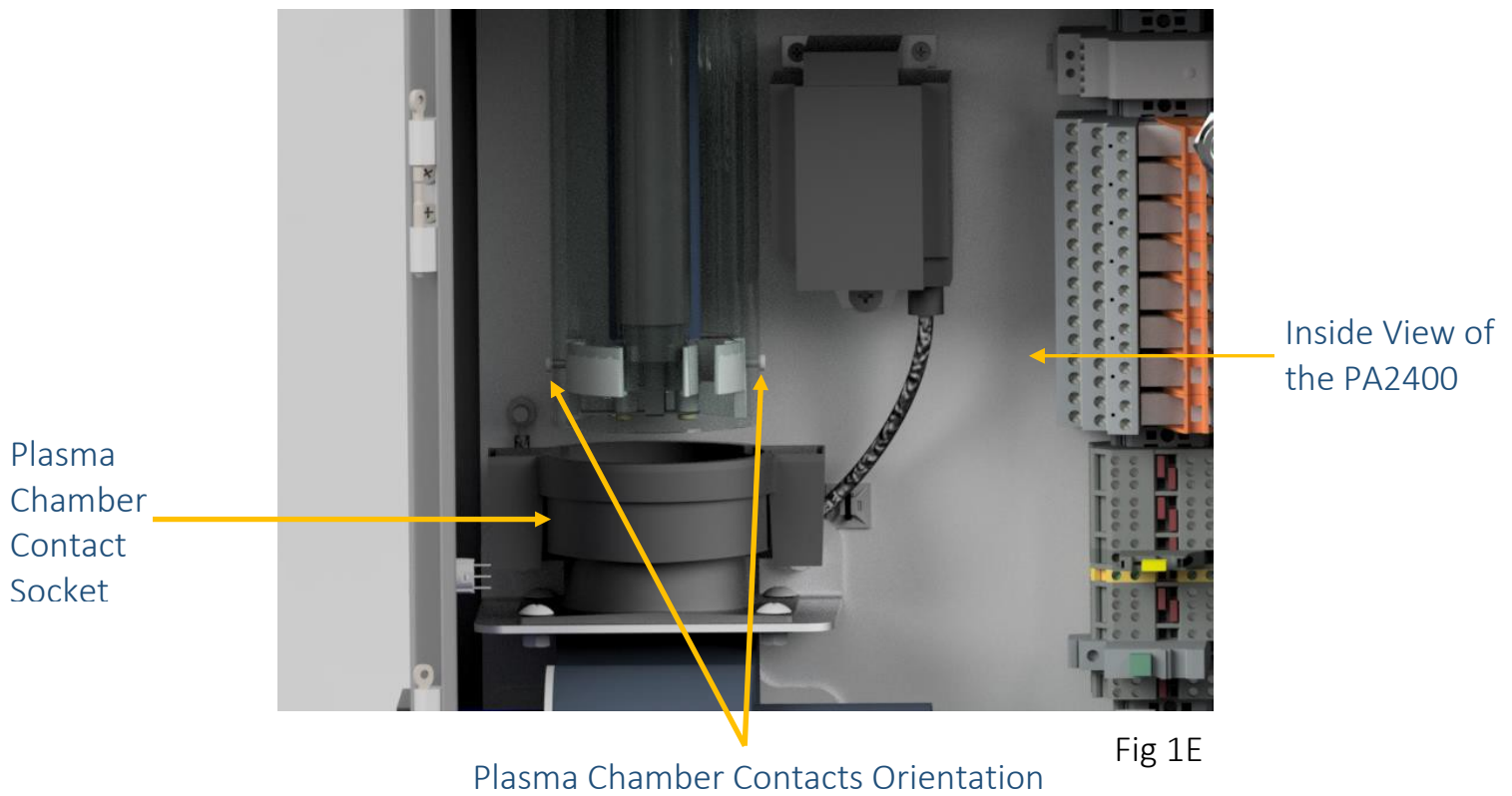


Fig 1D

14 Plasma Chamber Replacement Process cont.



15 Q&A

A number of frequently asked questions about the PA2400 may be found at www.airphx.com/FAQs. Some questions concerning operations are set forth below.

Q – I have plugged the PA2400 into a 120-volt outlet, but the unit will not turn on. What should I do?

A – Verify that the outlet the unit is plugged into has power, the correct voltage and the door to the unit is closed.

Q – I powered the PA2400 on for the first time and the Filter indicator is red and the unit is not running. What do I do?

A – With the unit powered on, press and hold the filter reset button located on the front of the unit, for 15 seconds. If this is the issue, the Filter indicator will change from red to green and the unit will startup.

Q – What should I do if the Active indicator is illuminated RED?

A – Reset the Filter LED by pressing and holding for 15 seconds. If the condition does not clear, refer to the section in this guide *Testing - Replacement of the Plasma Chamber*.

Q – How often do I need to change the filters on the PA2400?

A – The filters need to be changed every 30 days. The Filter indicator will illuminate red after 30 days of operation. Please note that the PA2400 will go into standby and the Active indicator will illuminate red if the filters are not changed within 15 days of the indicator illuminating red. Please refer to the section in this guide *Filter Replacement and Reset Procedure* for further information.

Note: The frequency for replacing the filters can be increased (e.g. every 15 days) if the filters are found to be very dirty at the 30-day mark. Please keep in mind that the Filter indicator cycle is set for 30 days and cannot be changed. If the filters need to be changed sooner, it is recommended it is done on a 15-day cycle.

15 Q&A cont.

Q – What is standby?

A – Standby is when the PA2400 stops and the blower is shut off. The unit is silent and appears to be off, but the unit is in fact powered on and waiting for a condition to clear in order to resume operation.

Conditions that can cause the PA2400 to go into standby:

- The 7-day timer is in an off schedule.
- The filters need to be changed and the Filter indicator has been red for 15 days.

Q – Where is the PA2400 manufactured?

A – The PA2400 is manufactured at two locations: 1) The AIRPHX Technical Operations Center in Morrisville, NC. It is an EPA registered establishment No. 94099-NC-1; and 2) Nu-Way Industries, Inc. in Des Plaines, IL. It is an EPA registered establishment No. 94099-IL-1.

Q – What is the proper sized space to operate a PA2400?

A – The PA2400 is intended to treat areas with over 100,000 cubic feet of air with good air circulation assuming a bioburden customary for occupied spaces. That equals 10,000 square feet of area with a 10 foot ceiling. If the PA2400 is operated in smaller spaces the timer should be used to reduce the amount of oxidizing molecules being released.

Q – Do I have to wall mount the unit?

A – We highly recommend wall mounting the unit but it can be run with the unit placed on a shelf or ledge with its back facing down. Do not place on a floor in that position as it risks being damaged if knocked into or if floors are being cleaned. It cannot be run with the unit upright as it would be if wall mounted because there is an intake cooling fan on the bottom of the unit that will be blocked causing damage to the unit. If you choose not to mount the unit on the wall, be sure there is at least 2 feet of space around every side of the unit.

Warranty

PRODUCT WARRANTY. 1 YEAR ON ALL PARTS OTHER THAN THE PLASMA CHAMBER (6 MONTH WARRANTY); 1 YEAR ON LABOR FROM THE DATE OF PURCHASER INVOICE. AT AIRPHX'S OPTION, AIRPHX MAY REPAIR OR REPLACE THE PRODUCT.

PHOENIXAIRE, LLC (dba AIRPHX) EXPRESSLY WARRANTS ALL NEW PRODUCTS TO BE FREE FROM DEFECTS IN MATERIALS AND MANUFACTURE FOR THE WARRANTY PERIODS SET FORTH ABOVE. THE WARRANTY PERIOD COMMENCES ON THE INVOICE DATE ON THE ORIGINAL PURCHASE. THIS WARRANTY APPLIES ONLY AGAINST DEFECTS DISCOVERED WITHIN THE WARRANTY PERIOD AND EXTENDS ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT. ONLY PARTS, REPAIRS, MODIFICATION AND/OR MAINTENANCE SUPPLIED BY AN AIRPHX REPRESENTATIVE, UNDER THE TERMS OF THIS WARRANTY, WILL BE WARRANTED FOR THE REMAINDER OF THE ORIGINAL WARRANTY PERIOD. TO PROCESS A CLAIM UNDER THIS WARRANTY, THE PURCHASER MUST NOTIFY AIRPHX IN WRITING OR BY FAX WITHIN 30 DAYS AFTER THE DISCOVERY OF THE ALLEGED DEFECT AND MAKE THE PRODUCT AVAILABLE FOR INSPECTION BY AN AIRPHX REPRESENTATIVE. FAILURE TO TIMELY AND PROPERLY NOTIFY AIRPHX IN WRITING OR BY FAX WILL RESULT IN NULLIFICATION OF THIS WARRANTY.

ANY PARTS, REPAIRS, MODIFICATION AND/OR MAINTENANCE SUPPLIED BY A NON-AIRPHX REPRESENTATIVE (OTHER THAN AIRPHX RECOMMENDED ROUTINE MAINTENANCE) VOIDS THE ENTIRE WARRANTY FOR THIS DEVICE.

NO OTHER EXPRESS WARRANTY IS GIVEN WITH THE PURCHASE ORDER AND AIRPHX DISCLAIMS ANY AUTHORITY FOR ANY EMPLOYEE OR AGENT TO PROVIDE OR MAKE ANY OTHER WARRANTY OF ANY KIND WHETHER IN WRITING OR ORALLY.

This warranty is valid only in accordance with the conditions set forth below:

1. The warranty applies to the AIRPHX product only while
 - a. Title and possession remain in the original purchaser and proof of purchase is demonstrated,
 - b. It has not been subjected to casualty, misuse, abuse, service or modification performed and not authorized by an AIRPHX representative,
 - c. Claims are made timely and properly within the warranty period by written notice or fax (within 15 days of the applicable warranty period).
2. This warranty does not cover damage or equipment failure caused by any type of electrical surge and/or failure to adhere to AIRPHX Operating Instructions and Care and Cleaning Instructions.
3. Except in Canada, AIRPHX does not pay labor outside of the United States.
4. Warranties outside the United States and Canada may vary. Please contact your local Dealer for details.

This limited warranty shall not apply to:

1. Cosmetic items.
2. Repairs performed on AIRPHX equipment missing a serial number or with a serial tag that has been altered or defaced.
3. Service calls to correct installation of the equipment or instruct the owners on how to use the equipment.
4. Pickup, delivery, or freight charges involved with repairs.
5. Any labor costs incurred beyond the applicable labor warranty period.

Disclaimer

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Exclusive Remedies

For any product described above that fails to conform to its warranty, an AIRPHX representative will exclusively provide repairs provided the equipment has not been subject to casualty, misuse, abuse, service or modification performed and not authorized by an AIRPHX representative. Service must be obtained by calling AIRPHX at 1 (855) 4 AIRPHX / 1 (855) 424-7749. THESE SHALL BE THE SOLE AND EXCLUSIVE REMEDIES OF THE BUYER FOR ANY BREACH OF WARRANTY.

AIRPHX AND/OR ITS SUPPLIERS, DEALERS AND DISTRIBUTORS SHALL HAVE NO OBLIGATION OR LIABILITY, WHETHER ARISING IN CONTRACT (INCLUDING WARRANTY), TORT (INCLUDING ACTIVE, PASSIVE, OR IMPUTED NEGLIGENCE AND STRICT LIABILITY), OR OTHERWISE, FOR DAMAGE TO THE EQUIPMENT, PROPERTY DAMAGE, LOSS OF USE, REVENUE OR PROFIT, COST OF CAPITAL, COST OF SUBSTITUTE EQUIPMENT, ADDITIONAL COSTS INCURRED BY BUYER (BY WAY OF CORRECTION OR OTHERWISE) OR ANY OTHER INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM NON-DELIVERY OR FROM THE USE, MISUSE OR INABILITY TO USE THE PRODUCT. THIS EXCLUSION APPLIES EVEN IF THE ABOVE WARRANTY FAILS OF ITS ESSENTIAL PURPOSE AND REGARDLESS OF WHETHER SUCH DAMAGES ARE SOUGHT FOR BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, OR STRICT LIABILITY IN TORT OR UNDER ANY OTHER LEGAL THEORY.