



LIMITED WARRANTY STATEMENT

FOR WARRANTY SERVICE OR REPAIR:

Contact your installing contractor. You may find the installer's name on the equipment or in your Owner's packet or on your invoice.

ONLINE REGISTRATION IS AVAILABLE AT:

<https://www.borealheatpumps.com/warranty-program/#registration>

COMPLETE THE PRODUCT REGISTRATION BELOW:

Keep this for your files.

PRODUCT REGISTRATION:

Indoor Model No: _____ Serial No: _____

Outdoor Model No: _____ Serial No: _____

Owner Name: _____ Date of Installation: _____

Address of Installation: _____

Installing Contractor: _____

Address: _____

Phone No. / E-mail: _____



WARRANTY COVERAGE

Boreal Heat Pumps (hereinafter “Company”) warrants this product against failure due to defects in materials or workmanship under normal use and maintenance as follows. All warranty periods begin on the date of original installation. If the date cannot be verified, the warranty period begins one hundred twenty (120) days from date of manufacture. If a part fails due to defects during the applicable warranty period, Company will provide a new or remanufactured part, at Company’s option, to replace the failed defective part at no charge for the part. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed below.

STANDARD EQUIPMENT WARRANTY

- The warranty period is **Five (5) Years on all Parts and Seven (7) Years on the Compressor** when installed in residential or commercial applications. Registration of installation is strongly recommended.

CONTROLS WARRANTY

- A warranty period of 1-year from date of purchase.

This Limited Warranty Statement applies only to systems that are properly installed by a state certified or licensed HVAC contractor, under applicable local and state law in accordance with all applicable building codes and permits, GREE installation and operation instructions and good trade practices. Defective parts must be returned to the distributor through a registered servicing dealer for credit.

LIMITATIONS OF WARRANTIES:

All implied warranties and/or conditions (including implied warranties or conditions of merchantability and fitness for a particular use or purpose) are limited to the duration of this limited warranty. Some states do not allow limitations on how long an implied warranty or condition lasts, so the above may not apply to you. The express warranties made in this warranty are exclusive and may not be altered, enlarged, or changed by any distributor, dealer, or other person, whatsoever.

THIS LIMITED WARRANTY DOES NOT COVER:

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of either defective parts, or replacement parts, or new units.
2. Cleaning of the product prior to or after warranty service and repair.
3. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual, including filter cleaning and/or replacement and lubrication.
4. Failure due to faulty installation or repairs, damage, misapplication, abuse, improper servicing, lack of or insufficient maintenance, unauthorized alterations, or improper operation.
5. Failure to start due to voltage conditions, blown fuses, open circuit breakers, or damage due to inadequacy or interruption of electrical service.
6. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust or residue, etc.) or other conditions beyond the control of the Company.
7. Failure or damage of coils, piping or other parts due to corrosion, when installed in corrosive environments or within one (1) mile of seacoast.
8. Parts not supplied or designated by Company, or damages resulting from their use.
9. Products installed outside the United States or Canada.
10. Electricity or fuel costs or increases in electricity or fuel costs due to any reason whatsoever, including additional or unusual use of supplemental electric heat.
11. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
12. Shipping damage or damage as a result of transporting the unit.
13. Accessories such as condensate pumps, line sets and so forth.
14. Any special, indirect or consequential property or commercial damage of any nature whatsoever. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.
15. Consumable components, such as air filters.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.