Limited Warranty

Residential Floating Air™ Ductless HVAC Product

SCOPE of WARRANTY and EQUIPMENT COVERED: The products covered by this Limited Warranty are specified on page 2 ("Covered Equipment"). RHEEM SALES COMPANY, INC. (Manufacturer of Rheem®, Ruud® and Friedrich® products and as used herein the "Manufacturer") warrants the Covered Equipment to be free from defects in materials and workmanship, and will repair or replace, at Manufacturer's option, ANY PART of Covered Equipment installed in residential (any single-family dwelling, which includes apartments, condominiums, duplexes and homes) applications which fails in normal use and service within the Applicable Warranty Periods specified below in accordance with the terms, including, but not limited to, the specific exclusions set forth below, of this Limited Warranty and subject to the Manufacturer's right to inspect and validate the warranty claim as set forth below. If an exact replacement is not available, an equivalent unit or credit will be provided. The replacement will be warranted for only the unexpired portion of the original Applicable Warranty Period. If government regulations, industry certification or similar standards require the replacement unit to have features not found in the defective unit, you will be charged the difference for those required features. If you pay the difference, you will also receive a completely new Limited Warranty for the new replacement unit. The Manufacturer does not authorize or warrant any online/internet sale of equipment through auction websites or any other method of online sales direct to the consumer, nor the sale of equipment by liquidators.

THE EFFECTIVE DATE OF WARRANTY COVERAGE IS DETERMINED AS FOLLOWS:
The Applicable Warranty Periods specified in this Limited Warranty are measured from the Effective Date.

(a) If the original installation date can be verified by the installer's invoice, then the Effective Date of the warranty coverage is the original installation date as shown on the installer's invoice. For residential new construction installations, the final occupancy permit, or proof of purchase from the builder can be substituted for the installer's invoice.

(b) If the original installation cannot be verified by the installer's invoice, or proof of purchase in residential new construction applications, then the Effective Date of warranty coverage is the product's manufacture date (as verified by the product's serial number) plus ninety (90) days. The Applicable Warranty Periods for the Manufacturer's various models and parts are specified on the reverse side.

WARRANTY EXCLUSIONS – In addition to the specific exclusions set forth in the other sections of this Limited Warranty document, this Limited Warranty WILL NOT APPLY TO:

a) damages, malfunctions, or failures resulting from failure to properly install, operate, or maintain Covered Equipment in accordance with the Manufacturer's instructions;
b) damages, malfunctions, or failures caused by misuse, accident, contaminated or corrosive atmosphere, vandalism, freight damage, fire, flood, freeze, lightning, acts of water, acts of God and the like;
c) damages, malfunctions, or failures caused by improper conversion from natural gas to LP (liquified petroleum) gas or LP gas to natural gas fuel source;
d) parts installed with covered Equipment or used in connection with normal maintenance, as cleaning or replacing air filters, refrigerant, thermostats, tubing, or concrete pads;
e) Covered Equipment which is not installed in the United States or Canada;
f) Covered Equipment which is not installed by a qualified, trained HVAC professional in accordance with applicable codes, ordinances, and good trade practices; or
g) damages, malfunctions, or failures caused by the use of any attachment, accessory, or component not authorized by the Manufacturer;
h) Covered Equipment moved from the original installation location;
i) Covered Equipment when operated with system components (indoor unit, outdoor unit, coil and refrigerant control devices) or accessories which do not match or meet the specifications recommended by the Manufacturer;
j) Covered Equipment manufactured by the Manufacturer that has been sold to the consumer via the internet or auction website, and has not been installed by a trained, qualified HVAC professional;
k) Covered Equipment which is not installed pursuant to applicable regional efficiency standards issued by the Department of Energy (DOE);
l) components (coils and air handlers) not manufactured by the Manufacturer, that are part of an installed heat pump system in which the heat pump is covered equipment, are not covered by this warranty and are limited to the warranty terms of the specified manufacturer of such components. Any claim submission of such components must be handled with the specified manufacturer.

SHIPPING COSTS: Unless applicable state law provides otherwise, this Limited Warranty does NOT cover shipping costs. You are responsible for the cost of shipping warranty replacement parts from the Manufacturer's factory to the Manufacturer's distributor and from the distributor to the location of your Covered Equipment.

LABOR COSTS: Unless applicable state law provides otherwise, this Limited Warranty does NOT cover any labor costs or expenses for removing or reinstalling parts. You are responsible for all labor costs and expenses, unless a labor service agreement exists between you and your contractor.

RESIDENTIAL REQUIREMENT: This Limited Warranty applies only to installations in residential (not commercial) applications.

CONDITIONAL WARRANTY: Conditional Warranty terms require registration with the Manufacturer within 90 days of original installation or closing of your residence. Unless applicable state law provide otherwise, units must be (i) installed in an owner-occupied single-family dwelling only; (ii) still owned by the original purchaser and (iii) in the original installation location. Additional conditions are listed under the applicable product categories listed below. Product registration is available online at www.registermyunit.com. Please refer to the Limited Warranty Coverage and Exclusions on page 1 of this document for additional information.

Florida Residents Only: HVAC systems installed as permanent fixtures in a Florida residence before April 1, 2024, will continue to receive the original installed warranty coverage, regardless of homeowner. Products installed as a permanent fixture on or after April 1, 2024, will receive warranty coverage based on the longest coverage offered on each model's Limited Parts Warranty. Failure to register the product does not diminish any warranty rights or decrease the warranty length.

OTHER PRODUCTS: The Applicable Warranty Period is one (1) year after the Effective Date for any other products, including commercial equipment (defined as three-phase equipment, except three-phase equipment below 5 tons that is installed in a residential application) and single-phase equipment installed in commercial applications.

COMPRESSOR: The Applicable Warranty Period is five (5) years after the Effective Date for compressors installed in commercial applications.

HOW TO OBTAIN WARRANTY CLAIMS ASSISTANCE: You must promptly report any failure covered by this Limited Warranty to the installing contractor. Normally, the installing contractor from whom the Covered Equipment was purchased will be able to take the necessary corrective action by obtaining through the Manufacturer's heating or air conditioning distributor any replacement parts. If the contractor is not available, simply contact any other local contractor handling the Manufacturer's heating or air conditioning products. Independent local licensed contractors can be found online by searching for "HVAC Contractors in my area" or searching the "Find a Pro" area found on the Manufacturer's website. If necessary, the following Manufacturer's office can assist with locating an independent local licensed contractor:

10001 Reunion Place Suite 500
San Antonio, TX 78216
800-541-6645

(For California Only)
14300 Alondra Blvd.
LaMirada, California 90638
866-251-4090

HOWEVER, ANY PART REPLACEMENTS ARE MADE SUBJECT TO VALIDATION BY THE MANUFACTURER OF IN-WARRANTY COVERAGE. Any part to be replaced must be made available in exchange for the replacement.

EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY: THIS LIMITED WARRANTY IS THE ONLY WARRANTY GIVEN BY THE MANUFACTURER WITH RESPECT TO THE COVERED EQUIPMENT. NO ONE IS AUTHORIZED TO MAKE ANY WARRANTIES ON BEHALF OF THE MANUFACTURER. ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED IN THIS LIMITED WARRANTY.

THE MANUFACTURER'S SOLE LIABILITY WITH RESPECT TO DEFECTIVE PARTS OR FAILURE SHALL BE AS SET FORTH IN THIS LIMITED WARRANTY, AND ANY CLAIMS FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARE EXPRESSLY EXCLUDED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR FOR THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Ductless HVAC Product	APPLICABLE WARRANTY PERIOD			
	PARTS		COMPRESSOR	
Model	Non-Registered	Conditional (Registered)	Non-Registered	Conditional (Registered)
All Floating Air™ Ductless Models	7	10	10	10

Complete the following information and keep this warranty for your records (DO not mail):

The Manufacturer suggests that you immediately complete the information below and retain this Limited Warranty Certificate in the event warranty service is needed and that you keep proper documentation.

Owner Name:

Owner Address:

City/State (Province) Postal Code:

Date of Original Installation:

Installing Contractor Company:

Installing Contractor Telephone:

Installing Contractor Address:

City/State (Province) Postal Code:

Model Number:

Serial Number: