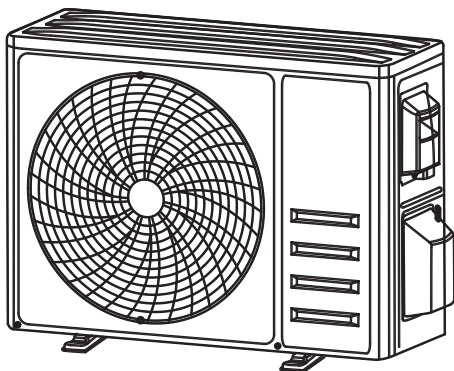
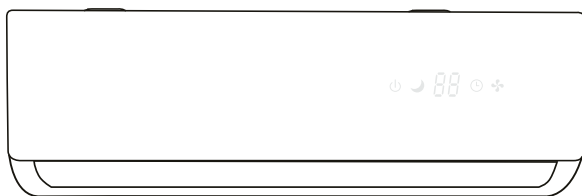




## MINI SPLIT AIR CONDITIONER

### WARRANTY



## **LIMITED WARRANTY**

### **Limited Warranty on Comfort Temps Mini Split Heat Pumps for the End User**

Subject to the conditions outlined below, Comfort Temps guarantees that its products are free from defects in materials or workmanship under normal consumer use during the warranty period indicated below. This warranty is valid only for products purchased and used within the continental United States (excluding Alaska, Hawaii, and Puerto Rico) and Canada. Cosmetic defects or imperfections that do not affect the product's functionality are not covered by this warranty. If the product becomes defective during the warranty period, Comfort Temps will repair or replace the product at its discretion.

#### **A. 5-Year Warranty on Parts and Compressor**

The "warranty period" refers to a period of 1 to 5 year(s) starting from the product's purchase invoice date. Subject to the terms and conditions of this limited warranty, Comfort Temps guarantees that during the warranty period and under normal use conditions, the product will conform to the usage instructions provided with the product. This warranty is non-transferable and non-assignable to any subsequent buyer or user.

#### **B. The Limited Warranty applies only if:**

- a) The product is installed in a single-family home occupied by the owner.
- b) The product remains installed in its original location.
- c) The product is installed by a licensed HVAC professional in accordance with local, state, and provincial laws.
- d) The product is installed, maintained, and used according to the manufacturer's recommendations as specified in the installation and maintenance manuals.

#### **C. Exclusions from Warranty Coverage:**

The warranty does not apply to products:

- a) Used in unoccupied buildings or for purposes other than heating/cooling.
- b) Installed or used for commercial purposes.
- c) Removed from their original installation location and reinstalled elsewhere.

#### **D. The warranty does not cover:**

Comfort Temps is not responsible for any warranty claims arising from:

- a) Damage or repairs resulting from improper installation or incorrect application.
- b) Damage or repairs caused by external events beyond Comfort Temps' control (fires, storms, accidents, floods, etc.).

- c) Damage or repairs caused by the use of incompatible parts, modifications, or incorrect applications.
- d) The maintenance required for the proper functioning of the equipment (cleaning of filters, heat exchangers, fans, etc.). Please note that maintenance and cleaning carried out every 2 years by a certified installer, with an invoice as proof, are required to maintain the warranty.
- e) The use of parts, supplies, or components not provided or approved by Comfort Temps.
- f) Damage or repairs caused by incorrect use, inadequate maintenance, or improper service.
- g) Cosmetic modifications that do not affect system performance (e.g., minor damage to fins).
- h) Adjustment of the power supply or circuit breaker, or replacement of fuses.
- i) Damage or repairs caused by the use of dirty, recycled, incorrect, or non-approved refrigerants or lubricants.
- j) Damage caused by moisture, dust, sand, dirt, etc., introduced into the system during installation.
- k) Damage caused by the use of the product after a malfunction has been detected (e.g., an error code displayed).
- l) Damage or performance issues due to poor product selection, incorrect installation, or improper use.

#### **E. Labor, Materials, and Other Fees:**

Labor and/or costs for supplies or materials used for replacing defective parts are the responsibility of the owner. No other costs (diagnostic, transportation, installation, etc.) will be covered by the warranty.

#### **F. Refrigerant:**

Costs associated with refrigerant recharging, adjustment, or removal, as well as the cost of the refrigerant itself, are not covered under any circumstances. All products undergo rigorous quality control and leave the factory in perfect working condition. Comfort Temps does not cover claims related to a lack of refrigerant in a new product or refrigerant loss after installation.

#### **G. Exclusive Remedy**

During the warranty period, Comfort Temps, at its option, and as the sole remedy for any breach of this limited warranty, may:

- Repair or replace a defective product, or
- If an exact replacement is not available, send a model of equal or greater value, at

no cost to you.

- Replacement parts will be new or refurbished, and the repaired unit will be warranted for the remainder of the original warranty period, or thirty (30) days from the shipping date, whichever is longer.

#### **H. How to Obtain Warranty Service**

To obtain warranty service, you must contact the installer or another qualified professional to diagnose the cause of the failure. Comfort Temps provides diagnostic information, such as manuals and videos, based on the error codes displayed by the product. If additional assistance is needed, the installer can contact Comfort Temps at 1-888-833-9288. When contacting Customer Service, you will need the model and serial numbers, along with the purchase date and proof of professional installation.

#### **I. Other Limitations**

Except for the warranties stated here, Comfort Temps disclaims all other warranties, express or implied, including implied warranties of merchantability or fitness for a particular purpose. Under no circumstances will Comfort Temps be liable for indirect, incidental, or consequential damages, including loss of profits or data, related to the use of the product.

For contact details and further information, visit our website.

[www.comforttemps.com](http://www.comforttemps.com)

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