



EVERWELL WARRANTY TERMS

Please start by registering your product at www.everwell-ac.com/warranty-registration/

Everwell Parts, Inc. located at address 10914 NW 33rd St, Suite 100, Doral, FL 33172 ("Everwell" or "we") hereby extends this Limited Warranty (the "Limited Warranty") to the end user of some of Everwell's products or parts ("you").

WHO MAY USE THIS LIMITED WARRANTY?

This Limited Warranty is extended to you, whether you are the original purchaser or subsequent owner of the products or parts so long as the products or parts were installed by a licensed and certified HVAC technician in the continental United States.

WHAT IS THE TERM OF THIS LIMITED WARRANTY?

- The term of this Limited Warranty begins on the date of the invoice issued by Everwell or, if bought from an authorized dealer, on the date of installation by a licensed and certified HVAC technician.
- The term of this Limited Warranty varies by product or part (See HVAC System and Everwell Parts Table below).
- The term of this Limited Warranty for any product or part used in commercial applications will not exceed 1 year from the date of the invoice issued by Everwell.
- Any product or part replaced under this Limited Warranty will be covered for the original term of the Limited Warranty of the replaced product or part. Replacements do not extend the Limited Warranty term.
- This Limited Warranty is transferable upon the transfer or sale of the premises on which the products or parts may be installed. The transfer or sale of premises does not extend the Limited Warranty term.

**HVAC System Warranty Table
(warranty term begin on installation date)**

Series	Control Remote	Coil	Parts	Compressor
MKTC-17,R32	30 days	1 yr	2 yr	5 yr
MKTH-17,R32	30 days	1 yr	2 yr	5 yr
CAC-AHC-18, R32	n/a	5 yr	10 yr	10 yr
CAC-AHC-FAHC-15, R454bA	n/a	5 yr	10 yr	10 yr
Roof Top,18SEER2 R32 H/P	n/a	TBD	TBD	TBD

**Everwell Parts Warranty Table
(warranty term begin on invoice date)**

Parts	Warranty Term
Parts & Tools	1 yr
Rostock Motors	1 yr
Compressors (other than above)	5 yr

WHAT DOES THIS WARRANTY COVER?

This Limited Warranty covers manufacturing defects of products or parts sold by Everwell or an authorized dealer, under normal use and proper maintenance. This Limited Warranty only warrants the replacement of products or parts unless Everwell, at its sole and absolute discretion, determines otherwise.

- This Limited Warranty only covers products or parts sold and installed in the continental USA with a valid



invoice.

- This Limited Warranty only covers products or parts installed by licensed and certified HVAC technicians.
- This Limited Warranty only covers factory-supplied electrical and refrigeration cycle components and parts.

WHAT DOES THIS WARRANTY NOT COVER?

This Limited Warranty does not cover:

- Equipment not installed by licensed and certified HVAC technicians.
- If the submitted registration information is unverifiable, whether due to an invalid license number or erroneous data, the verification process will not be completed.
- Equipment that is not installed with a surge/voltage protector.
- Performance issues due to mismatched components, improper product selection, under-sizing, over-sizing, or misuse.
- Administrative fees, processing charges, or service fees related to warranty claims, including but not limited to documentation, inspection, or coordination cost.
- Shipping and handling costs for replacement parts, or any labor or material charges related to transportation, installation, servicing, or handling of the products or parts.
- Labor costs for removal, service, repair, or reinstallation of any equipment.
- Customer ordering errors.
- Products or parts sold for export, installation, or use outside the continental United States.
- Power or circuit breakers or internal or external fuses.
- Equipment that is not connected to its own dedicated circuit breaker.
- Equipment that is not installed as per the manufacturer's installation guidelines.
- Equipment that is not installed at a safe distance from other sources of electromagnetic interference (EMI).
- Equipment that has been moved or reinstalled from its original installation site.
- Refrigerants, lubricants, or oil.
- Cosmetic damage to products, including but not limited to, scratches or discoloration of finish or paint.
- Accessories such as condensate pumps, line sets, and similar external components.
- Units installed within 300 meters (984 feet) of the seashore and exposed to sea salt.
- Performance issues related to temperature differential between interior and exterior environments.
- Safety hazards, performance issues, or damage related to improper handling or installation of systems using A2L-classified refrigerants (e.g., R-32, R-454); use of such refrigerants must comply with all EPA, ASHRAE, and local codes and safety standards.

This Limited Warranty becomes void if products or parts are damaged by:

- Third parties or in shipping or transit.
- Improper or unauthorized use, installation, maintenance, service, or repair including, but not limited to, failure to clean filters, heat exchangers, or fans, or failure to lubricate components or maintain accessories.
- Use of second hand, reused, reclaimed, recycled, unapproved, dirty, contaminated, or improper refrigerants or lubricants.
- Use of incompatible parts, third-party components, or unauthorized modifications.
- Contamination from moisture, dust, sand, dirt, or other foreign substances.
- Continued operation of the products after a malfunction has been indicated (e.g., error codes displayed).
- External factors including, but not limited to, vandalism, acts of nature (including, but not limited to, fire, storms, floods, lightning, earthquakes, hurricanes, or tornadoes), accidents, broken or frozen pipes, electrical surges, under/overvoltage, or exposure to corrosive substances.
- Failure to comply with local codes, ordinances, or industry regulations.



HOW IS A WARRANTY CLAIM HANDLED?

1. Troubleshooting and Technical Support:

All warranty claims must first undergo troubleshooting with technical support. For technical support contact customerservice@everwellparts.com or call +1(800)226-9550 Monday through Friday between 9:00am and 5:00pm EST. Everwell highly recommends having a licensed and certified HVAC technician on-site while troubleshooting with Everwell's technical support department so Everwell can troubleshoot symptoms, make specific electrical and mechanical measurements, and gather any other detailed information that may be necessary for a proper diagnosis.

To ensure prompt and accurate service, please have the following information ready when you contact us:

- Model and serial number of the equipment.
- Homeowner's invoice showing proof of purchase and listing Everwell equipment.
- HVAC installer's state (if required by state law) and EPA license numbers.
- Warranty registration.

2. Claim Form:

If a part is found to be subject to this Limited Warranty, you must complete and submit a claim form found at <https://everwell-ac.com/warranty-claim/>

3. Replacement:

Once the claim is accepted and found to be subject to this Limited Warranty, Everwell will provide, at its absolute and sole discretion, a new, like-new, or refurbished replacement part at no cost for the product or part.

4. Return of Defective Product or Part:

Everwell may require the return of a defective product or part before or after issuing a replacement subject to this Limited Warranty. If a product or part is required before a replacement is issued, please ship the part as indicated by Everwell and the replacement product or part will be shipped to you as soon as Everwell processes the defective product or part. If a product or part is required after a replacement is issued, you must ship the defective product or part to Everwell within 15 days from the receipt of the replacement product or part. You are responsible for all shipping costs.

THE GENERAL TERMS AND CONDITIONS FOUND AT [HTTPS://EVERWELL-AC.COM/TERMS-AND-CONDITIONS/](https://EVERWELL-AC.COM/TERMS-AND-CONDITIONS/) APPLY TO THIS LIMITED WARRANTY AND ARE HEREBY INCORPORATED INTO THE TERMS OF THIS LIMITED WARRANTY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. HOWEVER, YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. FAILURE TO REGISTER YOUR PRODUCT DOES NOT DIMINISH ANY WARRANTY RIGHTS OR DECREASE THE WARRANTY LENGTH. THIS LIMITED WARRANTY PROVIDES LIMITED REMEDIES AND HAS A LIMITED TERM. SOME STATES DO NOT ALLOW CERTAIN LIMITATIONS ON IMPLIED WARRANTIES. SOME OF THE LIMITATIONS HEREIN MAY NOT APPLY TO YOU.

THIS LIMITED WARRANTY IS LIMITED TO THE REPLACEMENT OF PRODUCTS AND PARTS.

THE REMEDIES DESCRIBED ABOVE ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO YOU AND IS EVERWELL'S ENTIRE LIABILITY UNDER THIS LIMITED WARRANTY. EVERWELL'S LIABILITY SHALL, UNDER NO CIRCUMSTANCES, EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR A DEFECTIVE PRODUCT OR PART, NOR SHALL EVERWELL, UNDER ANY CIRCUMSTANCES, BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. SOME STATES DO NOT ALLOW THE