

# NORTEK GLOBAL HVAC

Warranty effective for equipment manufactured after January 1, 2016.

## TEN YEAR LIMITED PARTS ONLY WARRANTY – (REQUIRES CONSUMER REGISTRATION)

If any part fails due to a defect in material or workmanship within the Warranty Period (defined below), a replacement part will be provided free of charge except for the freight costs which are the owner's responsibility. **Nortek Global HVAC** will not pay for parts purchased in the field from other than a **Nortek Global HVAC** distributor. **The owner is responsible for all labor and refrigerant charges.** Replacement parts are warranted only for the balance of the original Warranty Period. **In order to be eligible for coverage under this warranty, you must register within 60 days of the later of installation or occupancy. If registration is not completed within 60 days, the Warranty Period reverts to:**

**5 year parts, 5 year compressor, 20 year heat exchanger**

**The registered equipment warranty is 10 year limited parts and lifetime heat exchanger**

**ACCESSORIES:** **Nortek Global HVAC** accessories such as thermostats, whole-home electronic air cleaners and humidifiers, etc. installed as part of the system, are covered under this 10 year limited parts warranty. The Warranty Period for any accessories added 30 days or more after initial system installation is **1 year**. Consumables related to accessories are not covered.

**APPLIANCE TRADE-IN OPTION:** If a replacement heat exchanger is not available for this model furnace, **Nortek Global HVAC** will not issue a refund for the furnace, but will issue a credit to a **Nortek Global HVAC** distributor for the heat exchanger. The credit will be passed to the service firm and then to the user/owner of the appliance and be applied to the purchase of a new furnace.

## THIS LIMITED WARRANTY NOT VALID FOR COMMERCIAL USE – SEE BELOW.

### WARRANTY EXCLUSIONS:

1. **THIS WARRANTY DOES NOT COVER:** 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. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
3. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
4. Equipment that is not a properly **Nortek Global HVAC** matched system per manufacturer's recommendations and the Air Conditioning Heating Refrigeration Institute (AHRI) is only warranted for 5 years.
5. Equipment ordered over the internet, other than from manufacturer, is not covered.
6. Failure and replacement caused by contamination from bacteria are excluded from warranty coverage (i.e. dirty sock syndrome). Consequential or other damage(s) caused by rust, brownouts, blackouts, oxidation, corrosion, water, water condition, freezing, fire, other abnormal environmental conditions or other natural acts are excluded from warranty coverage. Premature failure due to the use of inferior building materials such as high sulfur content dry wall, corrosive conditions caused by location, moisture, green slime, etc. are also excluded from warranty coverage.
7. This warranty does not apply to parts that fail as a direct result of environmental influences.
8. **Nortek Global HVAC** indoor air quality products that can operate without the indoor furnace, coil or air handler such as stand-alone air cleaners, window air conditioning and humidifiers are excluded from this limited warranty.
9. The base warranty (i.e. the warranty applicable to unregistered products) is transferable. The upgraded registered warranty is not transferable.
10. The units must be installed and located in the 50 United States or Canada. Puerto Rico and Mexico are excluded.
11. This limited warranty does not cover failure due to accident, misuse, abuse, faulty installation, or adjustments to appliance controls required to adapt the appliance operation to the structure size, geographic location, or fuel supply, adjustment to the heat anticipator on the thermostat. **Nortek Global HVAC** does not guarantee the temperature difference between the inside and outside of the structure. This limited warranty does not cover normal maintenance, such as filter replacement, fuses, etc.
12. Failures to equipment or compressors due to incorrect refrigerants or un-approved additives used outside of manufacturer's recommendations or failures due to the improper use of metering devices (i.e. thermal expansion valves) are excluded from warranty coverage.
13. Parts not supplied or designated by Company, or damages resulting from their use.
14. iQ Drive® Exclusions: Component failures related to improper installation by a non-certified contractor servicing equipment that requires certification (i.e. select iQ Drive equipment) are not covered.

### WARRANTY EXCLUSIONS CONTINUED:

15. Equipment must be installed per Nortek Global HVAC's installation instructions. Unauthorized equipment modifications including but not limited to changes in mechanical design, electrical design, airflow design, or refrigerant flow, voids manufacturer's warranty.
16. Use of furnaces to provide heat during home construction is not permitted.

### WARRANTY CONDITIONS:

1. This **Nortek Global HVAC** equipment and/or **Nortek Global HVAC** accessories must be installed by a licensed or otherwise qualified dealer or contractor, and must be installed in accordance with **Nortek Global HVAC's** installation instructions and in compliance with local codes. Improper installation may endanger the occupants of the dwelling.
2. This equipment must be operated in accordance with **Nortek Global HVAC's** operating instructions provided with each unit. The product must not be misused.
3. The equipment's rating plate must not be removed or defaced.
4. If the date of original installation cannot be verified, then the warranty period begins (60) days from the date of product manufacture (as indicated by the model and serial number). Proof of purchase may be required at time of service.
5. The warranty applies only to products remaining in their original installation location.
6. All equipment requires annual maintenance performed by your servicing dealer or an authorized service technician. Filter changes and/or cleaning filters can be performed by you. You or your servicing dealer may be required to submit proof of annual maintenance, including invoices for materials and or labor charges associated with the annual maintenance. Lack of annual maintenance or failure to provide proof of proper annual maintenance may result in denial of claims under your warranty. You will be responsible for payments of denied claims due to lack of annual maintenance. **Nortek Global HVAC** is not responsible for normal maintenance or service or for problems caused by improper installation, application, or operation of the equipment. We recommend semi-annual preventive maintenance inspections on the entire unit and/or accessories by a licensed or otherwise qualified dealer, service technician, or contractor.
7. Product registration is not required for the State of California or the Province of Quebec.
8. Correct consumer contact information is a warranty claim requirement including: consumer name, address, and phone number.



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THERE ARE NO OTHER EXPRESS WARRANTIES, EXCEPT AS SET FORTH ABOVE.

**Any implied warranties of merchantability or fitness for any purpose relating to the parts of the unit shall terminate on the termination dates of the corresponding express warranties covering said parts. Under no circumstances shall Nortek Global HVAC be liable for incidental or consequential damages resulting from breach of any express warranty or implied warranty including the implied warranties of merchantability or fitness for a particular purpose.** However, some states do not allow limitations on how long an implied warranty lasts and/or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. **This limited warranty gives specific legal rights, and you may also have other rights which may vary from state to state.**

**Instructions to the Owner for Service**

To obtain warranty service, you are required to show the servicer a bill of sale for the equipment or other evidence of purchase to establish the original date of purchase and proof of ownership. If you suspect a defect in your equipment or are in need of service, please contact the installer of the unit to obtain assistance. If unsuccessful, please contact a **Nortek Global HVAC** dealer or **Nortek Global HVAC** distributor in your area. If unable to obtain local assistance, please call:

**Warranty Department Phone: 1-800-422-4328**

**Limited Warranty for Commercial Use**

Commercial use of equipment changes the Warranty Period as follows:

Parts are warranted for a period of one year from the original purchase date.

Compressor: If any compressor fails due to a defect in material or workmanship within the first 5 years from the date of original purchase, a replacement compressor will be provided free of charge except for the freight costs which are the owner's responsibility. **Nortek Global HVAC** will not pay for parts purchased in the field from other than a **Nortek Global HVAC** distributor. The owner is responsible for all labor charges. Replacement parts are warranted only for the balance of the original limited warranty period.

Heat Exchanger Parts Coverage: 10 year limited warranty.

**Consumer Product Registration**  
**Register online at: [www.nortekhvaccwarranty.com](http://www.nortekhvaccwarranty.com)**

**Or, for assistance, please call 1-800-422-4328**

# NORTEK GLOBAL HVAC

## Limited Warranty Quality Pledge

**Warranty effective for equipment manufactured after January 1, 2016.**

Dear Customer,

Congratulations on your decision to purchase the most reliable heating and cooling equipment. We are so confident in our product performance that we back it with the **Nortek Global HVAC** Quality Pledge:

If the **Heat Exchanger** in your **Nortek Global HVAC** package gas/electric unit or furnace fails to operate during the first year of ownership, under normal use and due to a defect in materials or workmanship, a one-time replacement with a comparable unit will be provided. A one-time labor fee up to \$250 will be paid to the service company to replace the failed piece of above listed equipment. You are responsible for the balance of all labor charges.

Pre-authorization and return of the defective unit are required.

**\$250 one-time labor allowance applies to heat exchanger failure only.**

Exclusions:

The residence must be an owner-occupied, single family dwelling (apartment complexes are not covered under the Quality Pledge.)

The warranty must be registered within 60 days of the installation or occupancy. If registration is not completed within 60 days, the Quality Pledge is no longer applicable.

Note: If your equipment is no longer available due to a change in government regulations or a change in technology, **Nortek Global HVAC** will provide the latest equipment available. However, the latest equipment available may require changes to duct work, connecting line set, etc. All necessary changes are the responsibility of the homeowner.

## Consumer Product Registration

**Register online at: [www.nortekhvacwarranty.com](http://www.nortekhvacwarranty.com)**

**Or, for assistance, please call 1-800-422-4328**

**To find out about other Nortek Global HVAC products, visit us at [www.nortekhvac.com](http://www.nortekhvac.com)**

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