



## LIMITED PARTS WARRANTY

### Smart Variable Speed Ducted Split Heat Pump with R-410A Refrigerant

#### MODELS COVERED

This limited warranty is provided by InverterCool Inc. (“Company”) and covers Smart Variable Speed(SVS) Heat Pump **COH** Series and Air Handlers **CVTAN** Series (hereinafter referred to as “Product”). It applies to Products with a commencement date after January 1, 2022.

#### PRODUCT REGISTRATION

A licensed HVAC contractor (“Contractor”) can easily help homeowners to register Product online at [www.invertercool.com](http://www.invertercool.com) when they install the Product, type in the necessary information to submit, including but not limited to Outdoor Unit SN and Indoor Unit SN.

Outdoor Unit SN	_____	Indoor Unit SN	_____
Date of Installation	_____	Installed by	_____
Name of Owner	_____	Unit Address	_____
			_____

#### WARRANTY CLAIM

If you have a warranty claim you should notify the Contractor who installed your Product and ask that the Contractor notify the distributor from whom the Contractor purchased the Product. If this action is not possible or you don’t receive a response, contact InverterCool Inc., 6611 NW 84th Ave, Miami, FL 33166, Phone: 1 (855) 632 0620.

Once a registered servicing dealer (“Dealer”) contacts you successfully, he/she shall follow the below processes to complete the warranty claim:

- I. Dealer must call Technical Support Number **1 (855) 632 0620** or email [support@invertercool.com](mailto:support@invertercool.com) while at the jobsite to determine problem. If deemed a warranty claim, you will receive a Return Merchandise Authorization (RMA) number to give to the distributor.
- II. Distributor should log onto the website [www.invertercool.com](http://www.invertercool.com) and select **File Claim** in the Distributor Portal. Fill out Dealer and Homeowner information and follow the prompts to submit. Please provide the RMA that the Dealer received from Technical Support to process the claim.
- III. For most warranty claims involving specified parts (i.e. PC Board, Motors, Compressor, Coils, TXV), the defective parts must be returned to the distributor through the Dealer. Distributor must send part back to InverterCool Inc. for testing and get the full credit.

#### WARRANTY COVERAGE

InverterCool Inc. (hereinafter “Company”) warrants this Product against failure due to defect in materials or workmanship under normal use and maintenance. All warranty periods begin on the “installation date.” The installation date is one of three dates depending on the circumstances of purchase:

- A. For units installed in a newly constructed residence, the installation date is the date the owner purchases the residence from the builder.
- B. For units installed in existing residences, the installation date is the date that the unit is originally installed.
- C. If the above scenarios do not apply, or cannot be verified, the installation date is defined as 90 days from the date of manufacture (as designated by the serial number on the Product).

Additional documentation including, but not limited to, verification of the closing date of the residence, proof of purchase and installation of the Product may be required to confirm the installation date.

While, the owner of the Product must pay for any and all shipping and handling charges and other costs of warranty service for the replacement part. Except as otherwise stated herein, those are Company's exclusive obligations under this warranty for a Product failure. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed of this document.

## **Limited Warranty - Residential**

Subject to the terms and conditions of this limited warranty, InverterCool Inc. ("Company") offers a limited warranty for up to 10-Years<sup>++</sup> on parts for components replaced as a result of manufacturing defects for the Product(s) identified above and installed in ("Products") that are installed in a single or multi-family (**non-commercial**) residential dwelling and subject to normal use and maintenance in the contiguous United States, Hawaii, Alaska and Canada.

<sup>++</sup> If Product is properly registered within 90 days of original installation and startup date, otherwise five (5) years will be given (except in California and Quebec and other jurisdictions that prohibit warranty benefits conditioned on registration).

## **Limited Warranty - Commercial**

Products installed in a commercial building are covered by an applied three (3) year limited warranty from the initial installation date or 42 months from the date of shipment, whichever comes first. This warranty applies to all parts and internal components except air filters, filter-driers and refrigerant. This commercial warranty replaces all other stated or implied warranties.

## **WARRANTY CONDITIONS**

At all times this Limited Warranty is only valid if the Product is properly installed and properly maintained by a Contractor and all other conditions of this warranty have been met. All repairs of Products covered under this limited warranty must be made with authorized InverterCool service parts and by a Dealer. At any point in the warranty process, if InverterCool determines that the Product has a defect in workmanship or materials, InverterCool can opt to repair or replace the defective part.

- a) The limited warranty only applies to Products that were properly installed, operated, and maintained by a Contractor in accordance with the installation, operation, specifications and maintenance instructions provided by the Company with the Product, such as but not limited to installation manual, owner's guide and etc.
- b) This warranty applies only to Products remaining in their originally installed address.
- c) Existing or new third-party indoor coils must be designed for use with R-410A refrigerant, with refrigerant metering via an appropriate Thermostatic Expansion Valve.
- d) Documentation showing the proper preventative maintenance may be required and requested in writing.
- e) Credit for defective parts will only be issued after defective parts are returned to the distributor through a Dealer.
- f) Claims under this limited warranty must be filed within 90 days of failure date.

## **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 or provinces 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.

## ITEMS NOT COVERED

1. Any labor or material costs for the diagnosis, maintenance, repair or replacement of defective parts or components caused by improper installation or maintenance of the Product.
2. Any labor or material costs for the diagnosis, maintenance, repair or replacement of defective parts or components caused by the installation and use of non-authorized parts or components.
3. Any labor or material costs for the diagnosis, maintenance, repair or replacement of defective parts or components caused by inadequate maintenance of the Product.
4. Any labor or material costs for installation, service and routine maintenance of the Product.
5. Products installed in a corrosive atmosphere or that may come in contact with materials such as, salt, sulfur, chlorine, fluorine, fertilizers, recycled wastewater, urine, rust, or other corrosive substances.
6. Any Product issues of any kind when system includes a micro-channel indoor coil in heat pump configuration.
7. Shipping and freight expenses required to ship replacement parts.
8. Damages, defects and failures resulting in third party Product, service, or system connected or used in conjunction with the Product(s).
9. Any use that is not designed or intended for the Product(s).
10. Alteration, modification, negligence, abuse, misuse or accident.
11. Company bears no responsibility and offers no remedy for electricity or fuel costs, increases in electricity or fuel costs for any reason, including additional or unusual use required in the application of supplemental heat.
12. The use of counterfeit, non-manufacturer approved, or contaminated refrigerants will void the Product warranty.
13. Non-approved refrigerant additives including, but not limited to, dyes and leak sealants will void the Product warranty.
14. Failure to use or replace a liquid and/or suction line filter drier when required will void the Product warranty.
15. Variable speed inverter compressors are susceptible to improper electrical voltage. Operating the Product at voltages other than the range specified on the Product nameplate will void the warranty.
16. Any use in violation of the written instructions or specifications provided by Company.
17. Damage to the Product caused by accident, electrical surges, fire, floods or acts of God.
18. Cosmetic pieces such as outer grills and panels that do not affect operational performance of the Product.
19. Refrigerant, refrigerant line sets, air filters, surge protectors, non-factory installed filter-driers, fuses, belts or other consumable components and accessories.
20. Parts or other components not supplied by the Company or damages resulting from their use.
21. Products installed outside the contiguous U.S.A, Hawaii, Alaska or Canada.
22. Any IoT Gateway connectivity issues due to lack of, or loss of coverage with local Carrier.
23. Any failures due to unauthorized modifications of the Product after the shipment from Company or its supplier.

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

6611 NW 84th Ave, Miami, FL 33166

Tel: 1 (855) 632 0620

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

[support@invertercool.com](mailto:support@invertercool.com)

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