

# NORTEK GLOBAL HVAC

## Limited PARTS Warranty

**Air Conditioning, Heating and Ventilating Equipment Designed For Manufactured Housing  
Warranty effective for equipment manufactured after January 1, 2024.**

### **STANDARD ONE YEAR LIMITED PARTS WARRANTY AND FIVE YEAR LIMITED COMPRESSOR WARRANTY:**

**Nortek Global HVAC** extends a Standard Limited Warranty on the parts of manufactured housing equipment for a period of one year (five years on compressors) from the original purchase date by the original purchasing **homeowner** only. **All coverage terminates to any other subsequent owner, with the exception of the states Florida and Texas.** If any part fails due to defects in materials or workmanship under normal use within one year (five years on compressors) from the date of original purchase, 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. Replacement parts are warranted only for the balance of the original warranty period. Parts purchased for equipment outside of the warranty period have a 1 year limited parts warranty.

### **Split System Outdoor Units**

Coverage includes the standard 1 year limited parts and 5 year limited compressor warranty. If registered, within 60 days of installation, coverage is extended to 5 year limited parts and 10 year limited compressor.

### **All Package Units**

Coverage includes the standard 1 year limited parts and 5 year limited compressor warranty. If registered, within 60 days of installation, coverage is extended to 10 year limited parts.

### **Furnace Warranty**

Coverage includes the standard one year limited parts warranty. Replacement 90+% furnaces provide 5 year limited parts if registered within 60 days of installation.

**Furnaces already installed in an aftermarket home at the time of purchase are not eligible for registration.**

Fixed amount **1-year limited labor** coverage is paid directly to the distributor or servicing contractor. Any expenses charged by the servicing contractor above the amounts provided by Nortek Global HVAC are the homeowner's responsibility.

### **Additional Heat Exchanger Parts Coverage for Gas/Oil Furnaces and Gas Package Units:**

Below 90% furnaces and gas /electric packaged systems: 10 year limited heat exchanger warranty

90+% furnaces: 20 year limited heat exchanger warranty

### **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.

### **Consumer Registration:**

Register online at [www.nortekhvacwarranty.com](http://www.nortekhvacwarranty.com) or, for assistance, please call your installer. For extended registered warranty terms to apply, registration must be completed within 60 days of installation. And, for split systems, a complete Nortek Global HVAC AHRI matched system must be installed. For equipment not registered or matched (for split systems), the unregistered base warranty applies.

#### **Before you Register**

What do I need to get started?

- The serial number and model number for each piece of equipment you purchased.
- The name and address for the dealer or contractor who installed your equipment.
- The date of installation.

#### **WARRANTY EXCLUSIONS**

1. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
2. Equipment ordered over the internet, other than from manufacturer or a **Nortek Global HVAC** authorized distributor, is not covered.
3. 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, soot, 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

#### **WARRANTY EXCLUSIONS CONTINUED**

- dry wall, corrosive conditions caused by location, moisture, green slime, etc. are also excluded from warranty coverage.
4. This warranty does not apply to parts that fail as a direct result of environmental influences.



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### **WARRANTY EXCLUSIONS CONTINUED**

5. Equipment that is not a properly **Nortek Global HVAC** matched system per manufacturer's recommendations and the Air Conditioning Heating Refrigeration Institute (AHRI) will receive the unregistered warranty. Indoor and outdoor appliances must be installed simultaneously.
6. 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.
7. Equipment must be installed per Nortek Global HVAC's installation instructions. Equipment modifications including but not limited to changes in mechanical design, electrical design, airflow design, refrigerant flow or unauthorized fuel i.e. well head gas voids manufacturer's warranty.
8. Equipment that is not a properly Nortek Global HVAC matched system per manufacturer's recommendations and the Air Conditioning Heating Refrigeration Institute (AHRI) receives the unregistered warranty coverage. Indoor and outdoor appliances must be installed simultaneously.
9. The units must be installed in the 50 United States or Canada, Puerto Rico and Mexico are excluded.

### **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. Malfunction caused by installation are not covered.
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

### **THERE ARE NO OTHERS WARRANTIES, EXPRESS OR IMPLIED, EXCEPT AS SET FORTH ABOVE.**

**The foregoing warranty is exclusive and in lieu of any other warranties, express or implied, including any warranty of merchantability and any warranty of fitness for a particular purpose, and shall constitute the buyer's sole remedy and Nortek Global HVAC's sole liability for the product or any parts of the product. All implied warranties of merchantability and all implied warranties of fitness for a particular purpose relating to the product or any parts of the product are hereby disclaimed. Under no circumstances shall Nortek Global HVAC be liable for incidental or consequential damages resulting from breach of any express warranty.**

#### **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

### **WARRANTY CONDITIONS CONTINUED**

- manufacture ship date (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. Correct consumer contact information is a warranty claim requirement including: consumer name, address, and phone number.
  8. Nortek Global HVAC approved Evaporator Coils are provided the warranty coverage consistent with the outdoor appliance.
  9. **This warranty does not constitute a performance warranty and does not extend to the future performance of goods. It is expressly contemplated by the warranty that any part of the product may contain a defect in material or workmanship, and that any part of the product may fail during the warranty period. The buyer's sole remedy under the warranty is limited to a replacement part in the event a part fails due to a defect in material or workmanship.**

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**

All claims are filed by the dealer to the distributor to Nortek Global HVAC for processing. Claims will not be accepted by anyone other than a distributor. Warranty claims must be filed by distributor within 90 days of equipment service date.

#### **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.