

# Northern Heat Pump Residential Limited Product Warranty

Effective November 1, 2009

Northern Heat Pump, LTD. warrants to the original owner, at the original installation site, for a period of three (3) years from date of original purchase, that the product and product parts manufactured by Northern Heat Pump, LTD. are free from manufacturing defects in materials and workmanship, when used under normal conditions and when such product has not been modified or changed in any manner after leaving the plant of Northern Heat Pump, LTD. If any product or product parts manufactured by Northern Heat Pump, LTD. are found to have manufacturing defects in materials or workmanship, such will be repaired or replaced by Northern Heat Pump, LTD. Northern Heat Pump, LTD., shall have the opportunity to directly, or through its authorized representative, examine and inspect the alleged defective product or product parts. Northern Heat Pump, LTD. may request that the materials be returned to Northern Heat Pump, LTD. at owner's expense for factory inspection. The determination as to whether product or product parts shall be repaired, or in the alternative, replaced, shall be made by Northern Heat Pump, LTD. or its authorized representative.

## **TEN YEAR (10) LIMITED WARRANTY ON REFRIGERATION COMPONENTS**

Northern Heat Pump, LTD. warrants that the compressor, reversing valve, expansion valve and heat exchanger(s) of its products are free from defects in materials and workmanship through the tenth year following date of original purchase. If any compressor, reversing valve, expansion valve or heat exchanger(s) are found to have a manufacturing defect in materials or workmanship, Northern Heat Pump, LTD. will repair or replace them at their discretion.

## **FIVE YEAR (5) LIMITED WARRANTY ON OPEN WIRE ELEMENTS**

Northern Heat Pump, LTD. warrants that the open wire elements of its products are free from defects in materials and workmanship through the fifth year following date of original purchase. If any open wire elements are found to have a manufacturing defect in materials or workmanship, Northern Heat Pump, LTD. will replace them.

Northern Heat Pump, LTD. shall cover labor costs according to the Repair / Replacement Labor Allowance Schedule for a period of three (3) years from the date of original purchase, to the original owner, at the original installation site on all parts excluding the compressor, reversing valve, expansion valve, and heat exchanger(s). Northern Heat Pump, LTD shall cover labor costs according to the Repair / Replacement Labor Allowance Schedule for a period of five (5) years from the date of original purchase, to the original owner, at the original installation site, on parts including the compressor, reversing valve, expansion valve, and heat exchanger(s). The Repair / Replacement Labor Allowance is designed to reduce the cost of repairs. This Repair / Replacement Labor Allowance may not cover the entire labor fee charged by your dealer / contractor.



**NORTHERN HEAT PUMP, LTD.**

A Subsidiary of Electro Industries, Inc.  
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sales@electromn.com

## CONDITIONS AND LIMITATIONS:

1. This warranty is limited to residential, single family dwelling installations only. Any commercial or multi-unit dwelling installations fall under the Northern Heat Pump Commercial Limited Product Warranty.
2. Northern Heat Pump, LTD. shall not be liable for performance related issues resulting from improper installation, improper sizing, improper duct or distribution system, or any other installation deficiencies.
3. If at the time of a request for service the original owner cannot provide an original sales receipt or a warranty card registration then the warranty period for the product will have deemed to begin the date the product is shipped from the factory and **NOT** the date of original purchase.
4. The product must have been sold and installed by a licensed electrician, plumbing, or heating contractor.
5. The application and installation of the product must be in compliance with Northern Heat Pump, LTD. specifications, as stated in the installation and instruction manual, and all state, provincial and federal codes and statutes. If not, the warranty will be null and void.
6. The purchaser shall have maintained the product in accordance with the manual that accompanies the unit. Annually, a qualified and licensed contractor must inspect the product to assure it is in proper working condition.
7. All related heating components must be maintained in good operating condition.
8. All lines must be checked to confirm that all condensation drains properly from the unit.
9. Replacement of a product or product part under this limited warranty does not extend the warranty term or period.
10. Replacement product parts are warranted to be free from defects in material and workmanship for ninety (90) days from the date of installation. All exclusions, conditions, and limitations expressed in this warranty apply.
11. Before warranty claims will be honored, Northern Heat Pump, LTD. shall have the opportunity to directly, or through its authorized representative, examine and inspect the alleged defective product or product parts. Remedies under this warranty are limited to repairing or replacing alleged defective product or product parts. The decision whether to repair or, in the alternative, replace products or product parts shall be made by Northern Heat Pump, LTD. or its authorized representative.

## THIS WARRANTY DOES NOT COVER:

1. Costs for labor for diagnosis, removal or reinstallation of an alleged defective product or product part, transportation to Northern Heat Pump, LTD. or Electro Industries, Inc., and any other materials necessary to perform the exchange, except as stated in this warranty. Replacement material will be invoiced to the distributor in the usual manner and will be subject to adjustment upon verification of defect.
2. Any product or product part that has been damaged as a result of being improperly serviced or operated, including, but not limited to, the following: operated during construction phase, with insufficient water or air flow; allowed to freeze; subjected to flood conditions; subjected to improper voltages or power supplies; operated with air flow or water conditions and/or fuels or additives which cause unusual deposits or corrosion in or on the product; chemical or galvanic erosion; improper maintenance or subject to any other abuse or negligence.
3. Any product or product part that has been damaged as a result of natural disasters, including, but not limited to, lightning, fire, earthquake, hurricanes, tornadoes or floods.
4. Any product or product part that has been damaged as a result of shipment or handling by the freight carrier. It is the receiver's responsibility to claim and process freight damage with the carrier.
5. Any product or product part that has been defaced, abused or suffered unusual wear and tear as determined by Northern Heat Pump, LTD. or its authorized representative.
6. Workmanship of any installer of the product or product part. This warranty does not assume any liability of any nature for unsatisfactory performance caused by improper installation.
7. Transportation charges for any replacement product, product part or component, service calls, normal maintenance; replacement of fuses, filters, refrigerant, etc.

**THESE WARRANTIES DO NOT EXTEND TO ANYONE EXCEPT THE ORIGINAL PURCHASER AT RETAIL AND ONLY WHEN THE PRODUCT IS IN THE ORIGINAL INSTALLATION SITE. THE REMEDIES SET FORTH HEREIN ARE EXCLUSIVE.**

**ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED WITH RESPECT TO ALL PURCHASERS OR OWNERS. NORTHERN HEAT PUMP, LTD. IS NOT BOUND BY PROMISES MADE BY OTHERS BEYOND THE TERMS OF THESE WARRANTIES. FAILURE TO RETURN THE WARRANTY CARD SHALL HAVE NO EFFECT ON THE DISCLAIMER OF THESE IMPLIED WARRANTIES.**

**ALL EXPRESS WARRANTIES SHALL BE LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTIES SET FORTH HEREIN AND EXCLUDE ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM THE BREACH THEREOF. SOME STATES OR PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY. PRODUCTS OR PARTS OF OTHER MANUFACTURERS ATTACHED ARE SPECIFICALLY EXCLUDED FROM THE WARRANTY.**

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY UNDER THE LAWS OF EACH STATE. IF ANY PROVISION OF THIS WARRANTY IS PROHIBITED OR INVALID UNDER APPLICABLE STATE OR PROVINCIAL LAW, THAT PROVISION SHALL BE INEFFECTIVE TO THE EXTENT OF THE PROHIBITION OR INVALIDITY WITHOUT INVALIDATING THE REMAINDER OF THE AFFECTED PROVISION OR THE OTHER PROVISIONS OF THIS WARRANTY.**