

## TrueNorth Limited Warranty Statement

For warranty services or repair:

Please contact your installing contractor. You may find the installer's name on the equipment, on your invoice or on the TrueNorth warranty.

Online registration is available at: <https://truenorthbygree.ca/warranty-registration/>

### WARRANTY COVERAGE

TrueNorth (hereinafter "Company") warrants this product against failure due to defect in materials or workmanship under normal use and maintenance as follows. All warranties require registration within sixty (60) days of installation. If the date cannot be verified or equipment has never been properly registered, the warranty period begins one hundred and twenty (120) days from date of manufacture. If a part fails due to defect during the applicable warranty period, Company will provide a new or re-manufactured part, at Company's option, to replace the failed defective part at no charge for the part. This limited warranty is subject to all provisions, conditions, limitations, and exclusions listed below.

The TrueNorth limited warranty applies only to systems that are properly installed by a certified or licensed HVAC contractor, under applicable local law in accordance with all applicable building codes and permits; TrueNorth installation and operation instructions and good trade practices. Defective parts must be returned to the company through a registered servicing dealer or distributor for credit.

If the defect cannot be resolved by replacing parts, equipment replacement will be managed internally following the submission of a warranty claim to the Company and is not offered as a standard service. Any exceptions will be evaluated on a case-by-case basis and must receive prior approval from the TrueNorth Technical Team.

## **RESIDENTIAL APPLICATIONS**

### **Registered Residential Warranty**

- The warranty period of TrueNorth equipment is twelve (12) years in all parts and twelve (12) years on the compressor when properly registered.\*
- Unit must be installed in an owner-occupied location with the original owner. Subsequent owners or non-owner-occupied residential applications shall only be eligible when installed by TrueNorth certified dealers.
- Must be registered within sixty (60) days of installation, otherwise Non-registered Residential Warranty applies.

### **Non-registered Residential Warranty**

- The warranty period is seven (7) years on all parts and seven (7) Years on the compressor when installed in a residential application.
- Since the equipment has never been properly registered, the warranty period begins one hundred and twenty (120) days from date of manufacture.
- Warranty registration of equipment is strongly recommended.

## **COMMERCIAL APPLICATIONS**

### **Registered Commercial Warranty**

- The warranty period of TrueNorth equipment is five (5) years in all parts and seven(7) years on the compressor when properly registered.\*
- Unit must be installed in an owner-occupied location with the original owner. Subsequent owners or non-owner-occupied residential applications shall only be eligible when installed by TrueNorth certified dealers.
- Must be registered within sixty (60) days of installation, otherwise Non-registered Residential Warranty applies.

### **Non-registered Commercial Warranty**

- The warranty period is five (5) years on all parts and five (5) years on the compressor when installed in a commercial application.
- Since the equipment has never been properly registered, the warranty period begins one hundred and twenty (120) days from date of manufacture.
- Warranty registration of equipment is strongly recommended.

**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 provinces or territories do not allow limitations on how long and 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, other than the owner information in a rent to own situation.

**THIS LIMITED WARRANTY DOES NOT COVER:**

1. 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. Product cleaning required prior to warranty service and repair.
3. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual, including filter cleaning and/or replacement and lubrication.
4. Failure due to faulty installation or repairs, damage, misapplication, abuse, improper servicing, lack of or in-sufficient maintenance, unauthorized alteration, or improper operation.
5. Failure to start due to voltage conditions, improper wiring, blown fuses, open circuit breakers, or damages due to the inadequacy or interruption of electrical service.
6. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust or residue etc.) or other conditions beyond the control of the Company.
7. Damages due to chemicals (volatile organic compounds, sulfur, acids, etc.) or particulates.
8. Failure or damage of coils, piping, or other parts due to corrosion, when installed in corrosive environments or within one (1) km of seacoast.
9. Parts not supplied or designated by Company, or damages resulting from their use.
10. Products installed outside of Canada.
11. Electricity or fuel costs or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
12. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
13. Accessories such as condensate pumps, line sets and so forth are not covered.
14. Any special, indirect, or consequential property or commercial damage of any nature whatsoever. Some provinces do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.
15. Consumable components, such as air filters, are not covered under parts warranty.
16. This warranty gives equipment owner specific legal rights, and equipment owner may also have other rights which vary from province to province. In jurisdictions where warranty benefits conditioned on registration are prohibited by law, registration is not required, and the Registered Warranty period shown above will apply.