



Payne Heating & Cooling

FOR SERVICE OR REPAIR, FOLLOW THESE STEPS IN ORDER:

FIRST: Contact the installer. You may find their name on the furnace or in your Homeowner's Packet. If the installer's name is not known, call your builder or home retailer if yours is a new residence.

SECOND: Contact the nearest distributor. (See telephone yellow pages.)

THIRD: Contact:

Payne Heating and Cooling

Consumer Relations

P.O. Box 4808

Syracuse, New York 13221

Phone: 1-888-417-2963

Model No. _____

Unit Serial No. _____

Date of Installation _____

Installed by _____

Name of Owner _____

Address of Installation _____

Condensing Gas Furnace Limited Warranty

(Model PG9M)

FIVE-YEAR LIMITED WARRANTY - Payne Heating and Cooling (hereinafter referred to as "Company") warrants this furnace to be free from defects in material and workmanship. If a defect is found within five years from date of original installation of furnace (whether or not actual use begins on that date) Company will provide a new or remanufactured part, at Company's sole option, to replace any defective part, without charge for the part itself.

LIMITED WARRANTY ON HEAT EXCHANGER ONLY:

A. 20-YEAR LIMITED WARRANTY ON HEAT EXCHANGER ONLY - Where the owner of the dwelling is not the original purchaser and in multi-family dwellings (i.e., where the furnace services more than one dwelling unit), and when used with single pipe venting, and in non-residential and other applications, the Company warrants the heat exchanger against defects in material and workmanship for a period of twenty years from the date of original installation.

B. LIFETIME LIMITED WARRANTY ON HEAT EXCHANGER ONLY - For direct vent (two vent pipe) applications, the Company warrants to the original purchaser, during his or her lifetime, that the heat exchanger will be free from defects material and workmanship; provided, however, this warranty shall apply only to the original installation of the furnace in a single family dwelling (i.e., where the furnace services only one dwelling unit) used without interruption as the purchaser's principal residence.

The Company's warranty obligation in A or B above shall be, at its sole option, to provide a new heat exchanger without charge for the heat exchanger itself or allow a credit in the amount of the then current factory selling price of an equivalent heat exchanger toward the purchase price of a new Payne Heating and Cooling furnace [without charge if the retail price of a new furnace is less than the factory price of a new or equivalent heat exchanger].

None of these warranties include labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.

WARRANTY CONDITIONS:

1. Warranties apply only to furnaces in their original installation location.
2. Installation, use, care, and maintenance must be normal and in accordance with instructions contained in the Owner's Manual and Company's service information.
3. Defective parts must be returned to the distributor through a registered servicing dealer for credit.
4. All work shall be performed during normal working hours.

LIMITATIONS OF WARRANTIES - ALL IMPLIED WARRANTIES (INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY LIMITED IN DURATION TO THE PERIOD FOR WHICH THE LIMITED WARRANTY IS GIVEN AND APPLIES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE MAY NOT APPLY TO YOU. THE EXPRESSED WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHATSOEVER.

COMPANY WILL NOT BE RESPONSIBLE FOR:

1. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual, including filter cleaning and/or replacement and lubrication.
2. Damage or repairs required as a consequence of faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
3. Failure to start due to voltage conditions, blown fuses, open circuit breakers, or damages due to the inadequacy or interruption of electrical service.
4. Damage as a result of floods, winds, fires, lightning, accidents, corrosive environments or other conditions beyond the control of Company.
5. Parts not supplied or designated by Company, or damages resulting from their use.
6. Company furnaces installed outside the continental U.S.A., Alaska, Hawaii, and Canada.
7. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
8. **ANY SPECIAL INDIRECT OR CONSEQUENTIAL PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER.** Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

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