

International Comfort Products

Limited Warranty Certificate

Covered Products: Geothermal Heat Pump Products (See Chart Below)

FOR WARRANTY SERVICE OR REPAIR:

Contact the installer or an International Comfort Products dealer. You may be able to find the installer’s name on the equipment or in your Owner’s Packet. You can also find an International Comfort Products dealer online at www.icpusa.com. For additional help, contact: International Comfort Products, Consumer Relations, 1-877-591-8908.

Product registration: Register your product at <https://productregistration.icpusa.com>.

Fill in the installation date, model and serial number of the unit in the space provided below and retain for your records.

Model No. _____	Serial No. _____
Date of Installation _____	Installed by _____
Name of Owner _____	Address of Installation _____

International Comfort Products (“ICP”) warrants this product against failure due to defect in materials or workmanship under normal use and maintenance as follows. All warranty periods begin on the date of original installation and are for the duration, in years, listed below. If a part fails due to defect during the applicable warranty period ICP will provide to the servicing dealer or contractor a new or remanufactured part, at ICP’s option, to replace the failed defective part at no charge for the part and (ii) a labor allowance intended to cover the labor incurred by licensed HVAC technicians in connection with the installation of a new or repair warranty part and only to the extent specifically set forth in the then existing labor allowance schedule provided by ICP’s Warranty Department. Actual labor costs are not covered by the limited labor warranty to the extent they exceed the amount allowed under said allowance schedule or are not specifically provided for in said allowance schedule. Labor costs are also not covered by the limited labor warranty if they are not the result of work performed by a licensed HVAC technician, if they are incurred in connection with a part not covered by this limited warranty or if they are incurred after the limited labor warranty periods set forth in the table below. Alternatively, and at its option, ICP will allow a credit in the amount of the then factory selling price for a new equivalent part and the associated labor allowance toward the retail purchase price of a new ICP product. Except as otherwise stated herein, those are ICP’s exclusive obligations under this warranty for a product failure. All warranties in this document are subject to all provisions, conditions, limitations and exclusions listed below and on the reverse of this document.

RESIDENTIAL APPLICATIONS

This warranty is to the original purchasing owner and subsequent owners only to the extent and as stated in the Warranty Conditions and below. The limited parts and labor warranty period in years, depending on the part and the claimant, is as shown in the chart below.

No Hassle Replacement™ limited warranty – Available on qualifying models only, see chart below for list of covered models and duration of warranty. Available to original purchaser in owner occupied single family residential applications only, and is not available to subsequent homeowners. If the compressor, coaxial heat exchanger, or air coil fails due to defect during the applicable No Hassle Replacement limited warranty time period, a one-time replacement with a comparable ICP unit will be provided. This unit replacement warranty is in addition to the standard parts warranty. Proof of purchase and installation date will be required. No Hassle Limited Warranty replacements are subject to review and verification by an ICP representative. The remaining balance of the original unit’s standard warranty will be transferred to the replacement unit. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed below and on the reverse of this document.

Product	Warranty Period in Years						
	No Hassle *	Limited Parts Warranty			Limited Labor Warranty		
	Original Owner	Original Owner	Original Registered Owner	Subsequent Owners	Original Owner	Original Registered Owner	Subsequent Owners
HCR	10	10	10	5	5	10†	5
HVR, HS****R, HW****R and Accessories†	5	10	10	5	5	10†	5
HBR and Accessories†	N/A	5	10**	5	5	5	5

* See warranty conditions on reverse.

† Excludes thermostats, which are covered under a separate warranty.

‡ If properly registered within ninety (90) days after original installation, labor is warranted for a period of ten (10) years. Otherwise, labor warranty is five (5) years (except in California and Quebec, and other jurisdictions that prohibit warranty benefits conditioned on registration).

** If properly registered within ninety (90) days after original installation, parts are warranted for a period of ten (10) years. Otherwise, parts warranty is five (5) years (except in California and Quebec, and other jurisdictions that prohibit warranty benefits conditioned on registration).

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OTHER APPLICATIONS

The warranty period is one (1) year on parts with **no** limited labor warranty. The warranty is to the original owner only and is not available for subsequent owners.

LEGAL REMEDIES - The owner **must** notify the Company in writing, by certified or registered letter to ICP, Warranty Claims, P.O. Box 4808, Syracuse, New York 13221, of any defect or complaint with the product, stating the defect or complaint and a specific request for repair, replacement, or other correction of the product under warranty, mailed at least thirty (30) days before pursuing any legal rights or remedies.

WARRANTY CONDITIONS:

1. To obtain the longer warranty period as shown in the table under original owner, the product must be properly registered at <https://productregistration.icpusa.com> within ninety (90) days of original installation. In jurisdictions where warranty benefits conditioned on registration are prohibited by law, registration is not required and the longer warranty period shown will apply.
2. Where a product is installed in a newly constructed home, the date of installation is the date the original homeowner purchased the home from the builder.
3. If the date of original installation cannot be verified, then the warranty period begins ninety (90) days from the date of product manufacture (as indicated by the model and serial number). Proof of purchase may be required at time of service.
4. The limited parts and labor warranty periods as shown in the table under subsequent owners does not require registration.
5. Product must be installed properly and by a licensed HVAC technician.
6. Warranties apply only to products installed in their original installation location.
7. Installation, use, care, and maintenance must be normal and in accordance with instructions contained in the Installation Instructions, Owner's Manual and ICP's service information.
8. Defective parts must be returned to the distributor through a registered servicing dealer for credit.
9. The No Hassle Replacement limited warranty applies only if the claimant is the original purchaser of the product.

LIMITATIONS OF WARRANTIES - All implied warranties (and implied conditions in Canada) including implied warranties or conditions of merchantability and fitness for a particular use or purpose are limited in duration to the period for which the limited warranty is given and applies. Some states or provinces do not allow limitations on how long an implied warranty or condition lasts, so this limitation 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.

THIS WARRANTY DOES NOT COVER:

1. Any product purchased on the Internet.
2. Any product not installed pursuant to applicable governmental minimum efficiency standards
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, damage or repairs due to faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
5. Failure to start or damages due to voltage conditions, blown fuses, open circuit breakers, or the inadequacy, unavailability, or interruption of electrical, Internet service provider, or mobile device carrier service or your home network.
6. Failure or damage as a result of floods, winds, fires, lightning, accidents, corrosive environments (rust, etc.) or other conditions beyond the control of ICP.
7. Parts or equipment not supplied or designated by ICP, or damages resulting from their use.
8. Products installed outside the U.S.A. and Canada.
9. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever including additional or unusual use of supplemental electric heat.
10. Failure, damage, repairs, maintenance, design failures, installation or application of geothermal loop (including anti-freeze), or water well.
11. **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 or province to province.

In the USA: International Comfort Products, 650 Heil Quaker Avenue, P.O. Box 128, Lewisburg, TN 37091 (931) 270-4100

In Canada: International Comfort Products, Division of Carrier Canada Corporation, 6060 Burnside Court, Unit 1, Mississauga, Ontario L5T 2T5 (905) 795-8113