

# LIMITED WARRANTY

For the product models listed on Attachment 1 (the "Product"), this Standard Base Limited Warranty is provided to the Original Owner of the Product:

For The Period Of:	Custom Comfort Will Replace:
5 year limited parts warranty From the date of the original purchase	This limited warranty covers all defects in workmanship or material for the mechanical and electrical parts contained in the Product ("Defective Parts") for a period of 5 years from the Date of Purchase. Custom Comfort will provide new or refurbished parts, or a replacement for all or part of the unit, at its sole discretion, to your licensed HVAC technician installer.
1 year limited accessory warranty From the date of the original purchase	This warranty also covers all defects in workmanship or material for the unit controller (and remote controller, if applicable) for a period of 1 year. The ductless system is covered by standard warranty. Custom Comfort will provide a new or refurbished controller, at its sole discretion.
7 year compressor warranty From the date of the original purchase	The compressor contained in this product is warranted for a period of 7 years from the Date of Purchase. Custom Comfort will provide a new or refurbished compressor, or a replacement for all or part of the unit, at its sole discretion, to your licensed HVAC technician installer.

## WHAT IS THE DATE OF PURCHASE

The "Date of Purchase" is the date that the original installation is complete, and all product start-up procedures have been properly completed and verified by the installer's invoice. If the installation date cannot be verified, then the Date of Purchase will be ninety (90) days after the manufacture date, as determined by the Product's serial number. You should keep and be able to provide your original sales receipt from the installer as proof of the Date of Purchase. In new construction, the Date of Purchase will be the date the owner purchased the residence from the builder.

## WHO IS COVERED

Owner occupied: The "Original Owner" of this product, which means the original owner (and his or her spouse) of the residence where the Product was originally installed. Subject to the law of the state where the Product is installed, this warranty is not transferable to subsequent owners or if the product is moved to a different residence after the initial installation. Non-owner occupied: This limited warranty is provided for product 1) installed in a) single family or multi-family non-owner occupied residential buildings, or b) non-industrial commercial applications, (such as office buildings, retail establishments, hotels/motels) where the product is not subjected to an atmosphere with corrosives or high levels of particulates (such as soot, aerosols, fumes, grease), and 2) if the product is maintained annually by a licensed HVAC technician (proof of annual maintenance is required). The "Original Owner" of the product, means the original owner of the building where the product was originally installed. For new construction, the purchaser of the building from the builder will also be considered an original owner. This warranty is not transferable to subsequent owners or if the product is moved to a different location after the initial installation.

## HOW CAN YOU GET SERVICE

Contact your licensed HVAC technician installer. All installation and service must be performed by a licensed HVAC technician. Failure to use a licensed HVAC technician for installation of this Product voids all warranty on this Product.

## THIS WARRANTY DOES NOT COVER

- Damage from improper service or installation.
- Damage in shipping.
- Defects other than manufacturing defects (i.e., other than workmanship or materials).
- Damage from misuse, abuse, accident, alteration, lack of proper care and/or regular maintenance, or incorrect electrical voltage or current.
- Damage resulting from floods, fires, wind, lightning, accidents, or similar conditions.
- Product that was not installed or serviced by a licensed HVAC technician.
- Labor and related services for repair or installation of the Product.
- Damage as a result of subjecting Product to an atmosphere with corrosives or high levels of particulates (such as soot, aerosols, fumes, grease).
- A Product sold and/or installed outside of the 50 United States, or the District of Columbia.
- Batteries for the controller and other accessories provided with the product for installation (e.g., plastic hose).
- Normal maintenance, such as cleaning of coils, cleaning filters, and lubrication.
- For Product installed in non-owner occupied applications, Product that has not been maintained annually by a licensed HVAC technician (proof required).

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## 10 YEAR STANDARD REGISTERED LIMITED WARRANTY

All "Indoor and Outdoor Products," identified in Attachment 1, registered by the installer or the Original Owner within 90 days of the Date of Purchase shall receive a Standard Registered Limited Warranty, which shall be identical to the Standard Base Warranty, except that the Limited Parts Warranty shall be for a term of 10 Years and the Limited Compressor Warranty shall be for a term of 10 years. All Product not registered within 90 days of the Date of Purchase shall be subject to the Standard Base Warranty. Some states do not allow warranty terms to be subject to registration; in those states the longer terms for Limited Parts Warranty and the Limited Compressor Warranty apply. Go to [www.customcomforthvac.com](http://www.customcomforthvac.com) to complete the warranty registration.

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## **THIS LIMITED WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

The remedy provided in this warranty is exclusive and is granted in lieu of all other remedies. This warranty does not cover incidental or consequential damages. Some states do not allow the exclusion of incidental or consequential damages, so this limitation may not apply to you. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary by state. This warranty covers units within the 50 United States, and the District of Columbia. This warranty is provided by The Granite Group Wholesalers LLC. Concord NH 03301.

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## ATTACHMENT 1

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The "Product" is defined as Custom Comfort brand Ducted and Ductless Split Units. The "Product" has 2 sub-categories of goods: Indoor Products and Outdoor Products which are further defined below:

Indoor Products identified by the following model number descriptions: CCOXHA (WM, SD, 4C, 1C, FM, FC, CC, AHU and AH24V).

Outdoor Products identified by the following model number descriptions: CCOXHA (SD, MZ, and 24V\*\*HP).