



GREE Ontario Limited Warranty Statement

Warranty Service or Repair

For warranty service or repair, please contact your installing contractor. The installer's information can typically be found on the equipment or your installation invoice.

Warranty Registration

Online registration is available at: <https://www.greeontario.ca/warranty-program>

Warranty Coverage

GREE Ontario (hereinafter referred to as "Company") warrants its HVAC products against failure due to defects in materials or workmanship under normal use and maintenance, subject to the terms and conditions outlined herein.

All warranty periods commence on the date of original installation. If the installation date cannot be verified, the warranty period begins 120 days from the date of manufacture.

If a part fails due to a defect during the applicable warranty period, the Company will provide a new or remanufactured part, at its discretion, to replace the failed part at no charge for the part itself. This limited warranty is subject to all provisions, conditions, limitations, and exclusions listed below.

Residential Applications

Standard Warranty

- The standard warranty provides ten (10) years of coverage on all parts and the compressor, subject to warranty registration, when the product is installed in a residential application by an authorized or licensed HVAC Technician who is either registered in the Province of Ontario or accredited as a Red Seal HVAC Technician. Product registration is strongly recommended to ensure full warranty coverage.

Warranty Schedule

- Warranty 1 – Registered Products:
 - 10 years coverage on all parts, including the compressor.
 - Applies only to products that are duly registered.
- Warranty 2 – Unregistered Products:



- 10 years coverage on the compressor
- 5 years coverage on the fan motor
- 1 year coverage on all other parts

Commercial Applications

- The warranty period is Five (5) years on all Parts and Seven (7) Years on the Compressor when installed in approved commercial application.

Controls Warranty

- **Coverage:** 1 year on GREE-branded controls from the date of purchase.

This 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; GREE installation and operation instructions and good trade practices. Defective parts must be returned to the distributor through a registered contractor for credit.

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 an 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.

This Limited Warranty Does Not Cover:

1. Labour or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of either defective parts, replacement parts, or new units.
2. Cleaning of the product prior to or after 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 insufficient maintenance, unauthorized alterations, or improper operation.
5. Failure to start due to voltage conditions, blown fuses, open circuit breakers, or damage due to 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. Failure or damage of coils, piping, or other parts due to corrosion, when installed in corrosive environments or within one (1) km of a seacoast.
8. Parts not supplied or designated by the Company, or damages resulting from their use.
9. Products installed outside Canada.
10. Electricity or fuel costs or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
11. Any cost to replace, refill, or dispose of refrigerant, including the cost of refrigerant.
12. Accessories such as condensate pumps, line sets, and so forth.
13. 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.
14. Consumable components, such as air filters.
15. Equipment without a serial number or with a serial number that has been altered or removed.
16. Damage due to operation in a corrosive atmosphere containing chlorine, fluorine, or other damaging chemicals.
17. Damage caused by external factors, including but not limited to misuse, failure to provide proper maintenance, accidents, acts of God, improper fuel, or inadequate electrical supply.
18. Products no longer at the site of original installation.
19. Damage caused by improper matching or misuse of the product or its components.
20. Routine maintenance not performed as specified in the Installation and Operating Instructions.
21. Shipping damage or damage as a result of transporting the unit



Replacement Parts Warranty

All replacement parts obtained directly from GREE Ontario and used for routine maintenance of GREE products are warranted for a period of twelve (12) months from the date of repair. GREE Ontario reserves the right to require proof of repair before granting any credit. Replacement parts are shipped at the expense of the consumer. Should we request that the defective parts or components be shipped back for further investigation, a return authorization number will be issued, and return freight arrangements will be specified by GREE Ontario.

Warranty Execution

GREE Ontario shall not be liable for any default or delay in execution of this warranty caused by any contingency beyond our control, including wars, government restrictions or restraints, strikes, fires, floods, or shortages or reduced supplies of raw materials.

If you require assistance, contact GREE Ontario at:

- **Phone:** 905-672-3524
- **Email:** info@greeontario.ca
- **Address:** 6500 Northwest Drive, Mississauga, Ontario, Canada, L4V 1P2