

LIMITED WARRANTY

Ecoer Inverter Ducted Split System Heat Pump with Puron® (R-410A) Refrigerant

MODELS COVERED

This limited warranty is provided by Ecoer Inc. and covers Ecoer Inverter Ducted Split System Condenser, **EODA** Series and Air Handler Unit **GN** and **EAHA** Series (hereinafter referred to as "Heat Pump"), and Ecoer Smart IoT Gateway **EG910L** Series. This warranty is provided for the Heat Pump and IoT Gateway as long as it remains at the original installation place.

WARRANTY CLAIM

Contact the installer or an Ecoer dealer or find help from www.ecoer.com.

Address: 3900 Jermantown Rd, Suite 150, Fairfax, VA 22030.

Tel: +1(703)348-2538

Legal Remedies - The owner must notify the Company in writing, by certified or registered letter to Ecoer Inc, warranty claims of any defect or complaint with the product, stating a specific request for repair, replacement, or other correction of the product under warranty, mail at least thirty (30) days before pursuing any legal rights or remedies.

PRODUCT REGISTRATION

The installer can easily help you to register product through Ecoer Smart Service Mobile APP.

Alternatively, register yourself online at www.ecoer.com, type in the necessary information.

Model	Serial Number
Outdoor Unit	
IoT Gateway	
Indoor Unit	

Date of Installation _____ Installed by _____

Name of Owner _____ Address of Installation _____

WARRANTY COVERAGE

Ecoer Inc. (hereinafter "Company") warrants this product against failure due to defect in materials or workmanship under normal use and maintenance. All warranty periods begin on the date from the short of original installation and startup date. In the case that the certificate proof of installation or startup date is not available, the commencement date shall be 90 days after the factory manufacture date verified by the product serial number. If a part fails due to defect during the applicable warranty period, Company will provide a new or remanufactured part, at Company's option, to replace the failed defective part at no charge for the part. If a product part is not available, Company will, at its option, provide a free suitable substitute part or provide a credit in the amount of the then factory selling price for a new suitable substitute part to be used by the purchaser towards the retail purchase price of a new Company product. While, the owner of the product must pay for any and all shipping and handling charges and other costs of warranty service for the replacement part. Except as otherwise stated herein, those are Company's exclusive obligations under this warranty for a product failure. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed of this document.

Limited Warranty-Residential

For Heat Pumps installed in a one or two family residential dwelling, Company warrants that all compressors and internal components incorporated into the Heat Pump for ten (10) or five^{*1,2} (5^{*1,2}) years. Parts with failure due to seacoast corrosion^{*3} will be warranted for a period of five (5) years.

- 1) If properly registered within 90 days of original installation and startup date, otherwise five (5) years (except in California and Quebec and other jurisdictions that prohibit warranty benefits conditioned on registration).
- 2) Five (5) years if using Ecoer Inverter Ducted Split System Condenser EODA Series matches with other uncertified indoor units by Company.
- 3) Seacoast Corrosion is defined as corrosion on an outdoor unit that affects unit performance and is caused by repeated exposure to sodium chloride, sodium hydroxide, sodium sulfate, and other compounds commonly found in ocean water. Corrosion on coils must exceed 3" above the bottom of the base pan of the unit.

Limited Warranty-Commercial

For Heat Pumps installed in a building other than a one or two family residential dwelling, Company warrants that all compressors and internal components incorporated into the Heat Pump for three (3) years.

Warranty Time Periods for Gateway and Controls

Smart IoT Gateway: EG910L

Unregistered Limited Warranty Periods: Three (3) years

Registered Limited Warranty Periods: Five (5) years

Controls: EST1701

Limited Warranty Periods: Five (5) years

WARRANTY CONDITIONS

- 1) To obtain the longer warranty periods as illustrated above, the product **must** be properly registered by Ecoer Smart Service Mobile APP or www.ecoer.com within ninety (90) days of original installation or startup date. 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 one the homeowner purchased the home from the builder.
- 3) Product must be installed properly and by a licensed HVAC technician.
- 4) Installation, use, care, and maintenance must be normal and in accordance with instructions contained in the installation guides and service manuals.
- 5) Defective parts must be returned to the distributor through a registered servicing dealer.

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 states or provinces 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.

ITEMS NOT COVERED

- 1) Products installed outside the U.S.A and Canada.
- 2) Any labor or material costs for removal, reinstallation, repair and replacement of the defective component or part, or new units.
- 3) Any product not installed pursuant to applicable regional efficiency standards issued by the Department of Energy.
- 4) The workmanship of any installer. Ecoer Inc. disclaims and does not assume any liability of any nature of unsatisfactory performance caused by improper installation, repair or maintenance.
- 5) Normal maintenance as outlined in the installation and servicing instructions, including filter cleaning and/or replacement and lubrication.
- 6) Scratches in or discoloration of finishes.
- 7) Failure, damage or repairs due to faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
- 8) Failure to start or damages due to voltage conditions, blown fuses, open circuit breakers, or the inadequacy, unavailability, or interruption of electrical provider.
- 9) Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust, etc) or other conditions beyond the control of Company.
- 10) Parts not supplied or designated by Company, or damages resulting from their use.
- 11) Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heater.
- 12) Refrigerant, including any other cost to replace, refill or dispose it.
- 13) Any IoT Gateway problems because of local LTE Carrier.
- 14) Any special, indirect or consequential property or commercial damage of any nature whatsoever. Some states or provinces 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.