

## LIMITED PARTS WARRANTY

### Ecoer Inverter Ducted Split System Heat Pump with R-410A Refrigerant

#### MODELS COVERED

This limited warranty is provided by Ecoer Inc. (“Company”) and covers Ecoer Heat Pump **EODA** Series, **ESCA** Series, **ERDA** Series, Air Handlers **GN18**, **EAHATN** Series, **EAHAEC** Series and **EAHETN** Series, Cased Coils **GNC** Series, **SNC** Series, and furnace **MGH** series, **FG7SA** series (hereinafter referred to as “Product”), Ecoer Smart IoT Gateway **EG910L**, **ELG02**, **ELO02** and Ecoer thermostat **EST01**, **ECT01**, **EST02**. It applies to Products with a commencement date after January 1, 2021.

#### PRODUCT REGISTRATION

The installer can easily help homeowners to register Product through Ecoer Smart Service Pro App. Alternatively, register online at [www.ecoer.com](http://www.ecoer.com), type in the necessary information to submit.

IoT Gateway Serial Number (SN), Condenser Unit SN, Indoor Unit SN

Date of Installation \_\_\_\_\_ Installed by \_\_\_\_\_

Name of Owner \_\_\_\_\_ Unit Location \_\_\_\_\_

#### WARRANTY CLAIM

For Product equipped with an IoT Gateway, Ecoer Technical Support will be able to remotely log in to the operation history of it and assist the dealer with troubleshooting and resolution.

- I. Dealer must call Technical Support Number **(855) 598-4093** or email [support@ecoer.com](mailto:support@ecoer.com) while at the jobsite to determine problem. If deemed a warranty claim, you will receive an RMA to give to your distributor.
- II. Distributor should log onto Ecoer’s website [www.ecoer.com](http://www.ecoer.com) and select **File Claim** in the Distributor Portal. Fill out Dealer and Homeowner information and follow the prompts to submit. Please provide the RMA that the dealer received from Technical Support to process the claim.
- III. For most warranty claims involving specified parts (i.e. PC Board, Motors, Compressor, Coils, TXV), the part must be brought back to the distributor you purchased the Ecoer unit from. Distributors must send part back to Ecoer Inc. for testing and full credit.

#### 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 **start** of original installation and startup date, with the following exception:

For Products installed in newly constructed homes, commencement date is defined as the date the homeowner purchased the home from the builder. Additional documentation including, but not limited to, verification of the closing date of the residence, proof of purchase and installation of the Product may be required to confirm the Commencement date.

If the above scenarios do not apply, or cannot be verified, the Commencement date is defined as 90 days from the date of manufacture (as designated by the serial number on the 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

Subject to the terms and conditions of this limited warranty, Ecoer Inc. ("Company") offers a limited warranty of up to 10 Years<sup>+</sup> on parts for components replaced due to manufacturing defects for the above-identified Product(s). Within these products, the heat exchanger component of the furnace is covered by a limited warranty of up to 20 years<sup>+</sup>. This applies to installations in single or multi-family (**non-commercial**) residential dwelling subject to normal use and maintenance in the contiguous United States, Hawaii, Alaska and Canada.

<sup>+</sup> If the Product is properly registered within 90 days of the original installation and startup date, the warranty extends to 10 years, with the heat exchanger component of the furnace warranty extends to 20 years; otherwise, it is limited to five (5) years, and the heat exchanger component of the furnace is limited to ten (10) years. This does not apply in California, Quebec and other jurisdictions that prohibit warranty benefits conditioned on registration.

## Limited Warranty - Commercial

Products installed in a commercial building are covered by an applied three (3) year limited warranty from the initial installation date or 42 months from the date of shipment, whichever comes first. This warranty applies to all parts and internal components except air filters, filter-driers and refrigerant. This commercial warranty replaces all other stated or implied warranties.

## Limited Warranty for IoT Gateway and Thermostat

EG910L: **Three (3) years<sup>++</sup>**

ELG02, ELO02: **Five (5) years<sup>+++</sup>**

ECT01, EST01, EST02: **Three (3) years**

<sup>++</sup> Starting on September 1st of 2022, we offer 3 years of monitoring with the gateway. For additional monitoring, please subscribe on <https://www.ecoer.com/product/extended-services/>. (For example: If a customer initially purchases a gateway and 7 years of extended monitoring service, we will provide the original 3 years + extended 7 years = 10 years of monitoring + 10 years warranty for the EG910L product.)

<sup>+++</sup> We offer 10 years of monitoring with the Ecolink.

### **Customer Acknowledgement and Confirmation:**

1. The customer acknowledges and confirms that in the event of device damage, they should promptly contact our company's relevant personnel for repair services. If the customer independently contacts any third party for repairs, they will bear all consequences arising from such actions.
2. The customer understands that in the event of device damage and during the repair period, data transmission may be interrupted, resulting in our company's inability to provide monitoring services. This interruption of service shall not be considered a breach of contract by our company.

## **WARRANTY CONDITIONS**

At all times this Limited Warranty is only valid if the Product is properly installed and properly maintained by a licensed HVAC contractor and all other conditions of this warranty have been met. All repairs of Products covered under this limited warranty must be made with authorized Ecoer service parts and by a licensed

service provider. At any point in the warranty process, if Ecoer determines that the Product has a defect in workmanship or materials, Ecoer can opt to repair or replace the defective part.

- a) The limited warranty only applies to Products that were properly installed, operated, and maintained by a licensed HVAC service provider in accordance with the installation, operation, specifications and maintenance instructions provided by the Company with the Product.
- b) This warranty applies only to Products remaining in their originally installed location.
- c) Existing or new third-party indoor coils must be designed for use with R-410A refrigerant, with refrigerant metering via an appropriate Thermostatic Expansion Valve.
- d) Documentation showing the proper preventative maintenance may be required and requested in writing.
- e) Credit for defective parts will only be issued after defective parts are returned to the distributor through a registered servicing dealer.
- f) Claims under this limited warranty must be filed within 90 days of failure date.

## LIMITATIONS OF WARRANTIES

All implied warranties and/or conditions (including implied warranties or conditions of merchant ability 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.

### Note:

Subject to the terms and conditions of this limited warranty, Ecoer Inc. offers a limited warranty for up to **ten (10) Years** on parts that are installed in a single or multi-family (non-commercial) residential dwelling and subject to normal use and maintenance in the contiguous United States, Hawaii, Alaska and Canada. The below conditions would have different warranty time period:

1. If products are installed in corrosion environment, warranty would be reduced to five (5) years.
2. If products are installed in a commercial building, warranty would be three (3) years only.
3. If products are matched with 3<sup>rd</sup> party indoor unit or coil, refer to Warranty Details on [www.ecoer.com/warranty/](http://www.ecoer.com/warranty/)

## ITEMS NOT COVERED

1. Any labor or material costs for the diagnosis, maintenance, repair or replacement of defective parts or components caused by improper installation or maintenance of the Product. Such as damaged coil, not level ECT, blockage caused by incorrect pipeline installation, coil corrosion due to cleaning the unit with an acidic solution, compressor failures due to under or overcharged.
2. Any labor or material costs for the diagnosis, maintenance, repair or replacement of defective parts or components caused by the installation and use of non-authorized parts or components. Like damaging the fan blades during installation, using a third-party motor with lower power causing system failure or motor damage.
3. Any labor or material costs for the diagnosis, maintenance, repair or replacement of defective parts or components caused by inadequate maintenance of the Product. For example, compressor damaged

because the coil is plugged with dirt and debris, coil corrosion due to using acidic liquid to clean the unit, overgrown by bushes and insects around the unit.

4. Any labor or material costs for installation, service and routine maintenance of the Product.
5. Any Product purchased over the Internet.
6. Products installed in a corrosive atmosphere or that may come in contact with materials such as, salt, sulfur, chlorine, fluorine, fertilizers, recycled wastewater, urine, rust, or other corrosive substances. For example, units installed near the seaside or sewage treatment plants.
7. Blockage, damages and failures caused by using third-party micro-channel indoor coils with smaller pipe size in heat pump configuration.
8. Shipping and freight expenses required to ship replacement parts.
9. Damages, defects, and failures caused by using third-party Products, services, or systems connected used in conjunction with Ecoer Product(s).
10. Any use that is not designed or intended for the Product(s). Ecoer units are used for air condition cooling, heating, ventilation and dehumidification.
11. Alteration, modification, negligence, abuse, misuse or accident. For example, damages or system failures caused by modifying Ecoer unit to connect to a third-party components to produce hot water.
12. Company bears no responsibility and offers no remedy for electricity or fuel costs, increases in electricity or fuel costs for any reason, including additional or unusual use required in the application of supplemental heat.
13. The use of counterfeit, non-manufacturer approved, or contaminated refrigerants will void the Product warranty.
14. Non-approved refrigerant additives including, but not limited to, dyes and leak sealants will void the Product warranty.
15. Failure to use or replace a liquid and/or suction line filter drier when required will void the Product warranty.
16. Variable speed inverter compressors are susceptible to improper electrical voltage. Operating the Product at voltages other than the range specified on the Product nameplate will void the warranty.  
The allowed Volts Range is 187~253V.
17. Any use in violation of the written instructions or specifications provided by Company.
18. Damage to the Product caused by accident, electrical surges, fire, floods or acts of God.
19. Cosmetic pieces such as outer grills and panels that do not affect operational performance of the Product.
20. Refrigerant, refrigerant line sets, air filters, surge protectors, non-factory installed filter-driers, fuses, belts or other consumable components and accessories.
21. Parts or other components not supplied by the Company or damages resulting from their use.
22. Products installed outside the contiguous U.S.A, Hawaii, Alaska or Canada.
23. Any IoT Gateway connectivity issues due to lack of, or loss of coverage with local Carrier.
24. Any failures due to unauthorized modifications of the Product after the shipment from Company or its supplier.
25. System failure and components damage caused by lacking of a surge protector in the system. For example, if there is no surge protector installed in the system, unstable voltage may cause the PCB to burn out, damage the motor and compressor.

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