Limited Warranty

Residential Split HVAC Product

SCOPE of WARRANTY and EQUIPMENT COVERED: The products covered by this Limited Warranty are specified on pages 3 and 4 ("Covered Equipment"). RHEEM SALES COMPANY, INC. (Manufacturer of Rheem®, Ruud®, Sure Comfort®, Russell® by Rheem, Friedrich® and Whirlpool® products) warrants the Covered Equipment to be free from defects in materials and workmanship, and will repair or replace, at its option, ANY PART of Covered Equipment installed in residential (any single-family dwelling, which includes apartments, condominiums, duplexes and homes) applications which fails in normal use and service within the Applicable Warranty Periods specified on the reverse side in accordance with the terms, including, but not limited to, the specific exclusions set forth below, of this Limited Warranty and subjected to the Manufacturer's right to inspect and validate the warranty claim as set forth below. If an exact replacement is not available, an equivalent unit or credit will be provided. The replacement will be warranted for only the unexpired portion of the original Applicable Warranty Period. If government regulations, industry certification or similar standards require the replacement unit to have features not found in the defective unit, you will be charged for the difference for those required features. If you pay the difference, you will also receive a completely new Limited Warranty for the new replacement unit. The Manufacturer does not authorize or warranty any online/internet sale of equipment through auction websites or any other method of online sales direct to the consumer, nor the sale of equipment by liquidators.

THE EFFECTIVE DATE OF WARRANTY COVERAGE IS DETERMINED AS FOLLOWS:

The Applicable Warranty Periods specified in this Limited Warranty are measured from the Effective Date.

(a) If the original installation date can be verified by the installer's invoice, then the Effective Date of warranty coverage is the original installation date as shown on the installer's invoice. For residential new construction installations, the final occupancy permit, or proof of purchase from the builder can be substituted for the installer's invoice.

(b) If the original installation date cannot be verified by the installer's invoice, or proof of purchase in residential new construction applications, then the Effective Date of warranty coverage is the product's manufacture date (as verified by the product's serial number) plus ninety (90) days. The Applicable Warranty Periods for the Manufacturer's various models and parts are specified on the reverse side.

WARRANTY EXCLUSIONS – In addition to the specific exclusions set forth in the other sections of this Limited Warranty document, this Limited Warranty WILL NOT APPLY TO:

a) damages, malfunctions, or failures resulting from failure to properly install, operate or maintain Covered Equipment in accordance with the Manufacturer's instructions;

b) damages, malfunctions, or failures caused by misuse, accident, contaminated or corrosive atmosphere, vandalism, freight damage, fire, flood, freeze, lightning, acts of war, acts of God and the like;

c) damages, malfunctions, or failures caused by improper conversion from natural gas to LP (liquified petroleum) gas or LP gas to natural gas fuel source;

d) parts installed with Covered Equipment or used in connection with normal, as cleaning or replacing air filters, refrigerant, thermostats, tubing, or concrete pads;

e) Covered Equipment which is not installed in the United States or Canada;

f) Covered Equipment which is not installed by a qualified, trained HVAC professional in accordance with applicable codes, ordinances and good trade practices; or

g) damages, malfunctions, or failures caused by the use of any attachment, accessory or component not authorized by the Manufacturer;

h) Covered Equipment moved from the original installation location;

i) Covered Equipment when operated with system components (indoor unit, outdoor unit, coil and refrigerant control devices) or accessories which do not match or meet the specifications recommended by the Manufacturer;

j) Covered Equipment manufactured by the Manufacturer that has been sold to the consumer via the internet or auction website, and has not been installed by a trained, qualified HVAC professional;

k) Covered Equipment which is not installed pursuant to applicable regional efficiency standards issued by the Department of Energy (DOE);

l) components (coils and air handlers) not manufactured by the Manufacturer, that are part of an installed heat pump system in which the heat pump is covered equipment, are not covered by this warranty and are limited to the warranty terms of the specified manufacturer of such components. Any claim submission of such components must be handled with the specified manufacturer.

SHIPPING COSTS: This Limited Warranty does NOT cover shipping costs. You are responsible for the cost of shipping warranty replacement parts from the Manufacturer's factory to the Manufacturer's distributor and from the distributor to the location of your Covered Equipment. You also are responsible for the cost of shipping failed parts to the distributor and for incidental costs incurred locally, including handling charges. (If in Alaska, Hawaii or Canada, you also must pay the shipping costs of returning the failed part to the port of entry into the continental United States.)

LABOR COSTS: Unless applicable state law provides otherwise, this Limited Warranty does NOT cover any labor costs or expenses for removing or reinstalling parts. You are responsible for all labor costs and expenses, unless a labor service agreement exists between you and your contractor.



RESIDENTIAL REQUIREMENT: All warranties require that installations must be in residential (not commercial applications).

CONDITIONAL WARRANTY: Conditional Warranty terms require registration with the Manufacturer within 90 days of original installation or closing of your residence. Unless applicable state law provides otherwise, units must be (i) installed in an owner-occupied single-family dwelling only; (ii) is still owned by the original purchaser and (iii) in the original installation location. Additional conditions are listed under the applicable product categories listed below. Product registration is available online at www.registermyunit.com. Please refer to the Limited Warranty Coverage and Exclusions on page 1 of this document for additional information.

Florida Residents Only: HVAC systems installed as permanent fixtures in a Florida residence before April 1, 2024 will continue to receive the original installed warranty coverage, regardless of homeowner. Products installed as a permanent fixture on or after April 1, 2024 will receive warranty coverage based on the longest coverage offered on each model's Limited Parts Warranty. Failure to register the product does not diminish any warranty rights or decrease the warranty length.

OTHER PRODUCTS: The Applicable Warranty Period is one (1) year after the effective date for any other products, including commercial equipment (defined as three-phase equipment, except three-phase equipment below 5 tons that is installed in a residential application) and single-phase equipment installed in commercial applications.

COMPRESSOR: The Applicable Warranty Period is five (5) years after the effective date for compressors in all three-phase models, and all single-phase models installed in commercial applications.

HOW TO OBTAIN WARRANTY CLAIMS ASSISTANCE: You must promptly report any failure covered by this Limited Warranty to the installing contractor. Normally, the installing contractor from whom the Covered Equipment was purchased will be able to take the necessary corrective action by obtaining through the Manufacturer's heating or air conditioning distributor any replacement parts. If the contractor is not available, simply contact any other local contractor handling the Manufacturer's heating or air conditioning products. Independent local licensed contractors can be found online by searching for "HVAC Contractors in my area" or searching the "Find a Pro" area found on the Manufacturer's website. If necessary, the following Manufacturer's office can assist with locating an independent local licensed contractor:

5600 Old Greenwood Road Fort
Smith, Arkansas 72917-7010
479-648-4900

(FOR CALIFORNIA ONLY)
14300 Alondra Boulevard
LaMirada, California 90638
866-251-4090

HOWEVER, ANY PART REPLACEMENTS ARE MADE SUBJECT TO VALIDATION BY THE MANUFACTURER OF IN-WARRANTY COVERAGE. Any part to be replaced must be made available in exchange for the replacement.

EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY: THIS LIMITED WARRANTY IS THE ONLY WARRANTY GIVEN BY THE MANUFACTURER WITH RESPECT TO THE COVERED EQUIPMENT. NO ONE IS AUTHORIZED TO MAKE ANY WARRANTIES ON BEHALF OF THE MANUFACTURER. ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED IN THIS LIMITED WARRANTY.

THE MANUFACTURER'S SOLE LIABILITY WITH RESPECT TO DEFECTIVE PARTS OR FAILURE SHALL BE AS SET FORTH IN THIS LIMITED WARRANTY, AND ANY CLAIMS FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARE EXPRESSLY EXCLUDED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR FOR THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Air Conditioners and Heat Pumps	APPLICABLE WARRANTY PERIOD				
	Parts		Compressor		Unit Replacement[1]
Model	Non-Registered	Conditional (Registered)	Non-Registered	Conditional (Registered)	Conditional (Registered)
R/UA18AZ, R/UA19AY, R/UP18AZ, R/UP19AY, SA18AZ, SA19AY, SP18AZ, SP19AY, FRA18AZ, FRA19AY, FRP18AZ, FRP19AY	10	10	10	10	10
R/UA16AZ, R/UP16AZ, SA16AZ, SP16AZ, FRA16AZ, FRP16AZ	10	10	10	10	10
RD17AZ, RD18AY, RD16AZ, RD16AY, RA16AY, RA15AZ, RA15AY, RP15AZ, RP15AY,RA14AZ, RA14AY, RP14AZ, RP14AY, RA13NZ, RA13NY, SA16AY, SA15AZ, SA15AY, SP15AZ, SP15AY, SA14AZ, SA14AY, SP14AZ, SP14AY, SA13NZ, SA13NY, FRA16AY, FRA15AZ, FRA15AY, FRP15AZ, FRP15AY, FRA14AZ, FRA14AY, FRP14AZ, FRP14AY, FRA13NZ, FRA13NY, WLA16AY, WLA15AY, WLP15AY, WLP14AY, WLA14AY, WLA13NY	5	10	5	10	N/A

[1]Ten Year Conditional Unit Replacement warranty applies to the noted models only, for the Manufacturer to provide a replacement model (if an exact replacement is not available, an equivalent unit or alternate solution will be provided) to the original purchaser if the compressor fails AND if the following conditions (in addition to the above conditions under Conditional Warranty) are satisfied:

A. Covered condensing units must be installed with a new air handler from the Manufacturer OR an indoor coil and gas furnace from the Manufacturer, AND is properly matched as specified by AHRI published ratings. AND

B. Covered heat pumps must be installed with a new air handler from the Manufacturer OR an indoor coil and gas furnace from the Manufacturer, AND is properly matched as specified by AHRI published ratings AND

C. System is installed with designated EcoNet™ Thermostat from the Manufacturer

D. Pre-approval by District Technical Representative required

Air Handlers	APPLICABLE WARRANTY PERIOD	
	Parts	
Model	Non-Registered	Conditional (Registered)
RHMVZ, RHMVY, SHMVZ, SHMVY, FRHMVZ, FRHMVY, WLHMVY	10	10
RH3VZ, RH2VZ, RH2VY, RH2TZ, RH2TY, RH1PZ, RH1PY, RB2TZ, RB2TY, RF2TZ, RF2TY, RF1PZ, RF1PY, RH1AY, SH3VZ, SH2VZ, SH2VY, SH2CZ, SH2CY, SB2CZ, SB2CY, SH1PZ, SH1PY, SH1AY, FRH3VZ, FRH2VZ, FRH2VY, FRH2TZ, FRH2TY, FRH1PZ, FRH1PY, FRB2TZ, FRB2TY, FRH1AY,WLHMVY, WLH2VY, WLH2TY, WLB2TY, WLH1PY	5	10

Gas Furnaces	APPLICABLE WARRANTY PERIOD				
	Parts		Heat Exchanger		Unit Replacement[5]
	Non-Registered	Conditional (Registered)	Non-Registered	Conditional (Registered)	Conditional (Registered)
R/U98MV, R/U97MV, S98MV, S97MV, FR98MV, FR97MV, WL98MV, WL97MV	10	10	LIMITED LIFETIME[3]	LIMITED LIFETIME[3]	LIMITED LIFETIME
R/U962V, R951V ULN, S962V, S951V ULN, FR962V, FR951V ULN, WL962V, WL951V ULN	10	10	LIMITED LIFETIME[3]	LIMITED LIFETIME[3]	10
R96T, R951V, R951T, R921V, R921T, S96T, S951V, S951T, S921V, S921T, FR96T, FR951V, FR951T, FR921V, FR921T, WL96T, WL951V, WL951T, WL921V, WL921T	5	10	LIMITED LIFETIME[3]	LIMITED LIFETIME[3]	N/A
R802V, S802V, FR802V, WL802V	10	10	LIMITED LIFETIME[3]	LIMITED LIFETIME[3]	N/A
R801V, R801T, S801V, S801T, FR801V, FR801T, WL801V, WL801T	5	10	20[4]	20[4]	N/A

[2]The Manufacturer warrants the primary heat exchanger and the secondary heat exchanger (condensing coil) to the original purchaser for his or her lifetime, provided the furnace is installed and used in the original purchaser's principal residence, subject to proof of purchase and such installation. For any subsequent owner (or the original purchaser where the above lifetime limited warranty conditions are not met or cease being met), or if the furnace is not installed in a residential application, the Manufacturer's warranty on the primary heat exchanger and the secondary heat exchanger (condensing coil) is covered for an Applicable Warranty Period of Twenty (20) Years after the effective date.

[3]The applicable warranty period is Twenty (20) Years after the effective date for the models noted, that are installed in residential applications. If the furnace is not installed in a residential application, the manufacturer's warranty on the primary and secondary heat exchanger is covered for an applicable warranty period of Ten (10) years after the effective date.

[4]In addition to conditional requirements listed on page 2, pre-approval by district technical representative is also required.

Coils	APPLICABLE WARRANTY PERIOD	
	Parts	
Model	Non-Registered	Conditional (Registered)[6]
All Coils	5	10

[6]In addition to the Conditional Warranty Term requirements above, the following condition must also be satisfied:

A. Unit is installed and properly matched with an outdoor unit from the manufacturer, as specified by the Manufacturer and AHRI published ratings.

Thermostats and Zone Controls	APPLICABLE WARRANTY PERIOD	
	Parts	
Model	Non-Registered	Conditional (Registered)[7]
(-)ETST*SYS	5	10
RECTL*00ZON, REPNL*00ZON	5	5

*- Current Major Series

[7]A Ten (10) Year Conditional Parts Warranty applies to the noted model only, if the following conditions are satisfied:

A. Unit must be installed during original equipment installation of a registered system; AND
B. An invoice showing proof of purchase and installation at time of original equipment install is required.

Complete the following information and keep this warranty for your records (DO not mail):

The Manufacturer suggests that you immediately complete the information below and retain this Limited Warranty Certificate in the event warranty service is needed and that you keep proper documentation.

Owner Name:

Owner Address:

City/State (Province) Postal Code:

Date of Original Installation:

Installing Contractor Company:

Installing Contractor Telephone:

Installing Contractor Address:

City/State (Province) Postal Code:

Model Number:

Serial Number:

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