

Limited Warranty

Residential Packaged and Commercial HVAC Products

SCOPE of WARRANTY and EQUIPMENT COVERED: The products covered by this Limited Warranty are specified on pages 2 and 3 ("Covered Equipment"). RHEEM SALES COMPANY, INC. (Manufacturer of Rheem®, Friedrich®, Ruud®, Sure Comfort®, Russell by Rheem®, Whirlpool®, Mainline®, Fujitsu®, and Thermal Zone®-branded Covered air conditioning, heating and cooling 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) or commercial applications which fails in normal use and service within the Applicable Warranty Periods specified in this document in accordance with the terms, including, but not limited to, the specific exclusions set forth below, of this Limited Warranty and subject 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 warrant 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 or commercial 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 in this document.

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 (liquefied petroleum) gas or LP gas to natural gas fuel source;
- d) Parts installed with Covered Equipment or used in connection with normal maintenance, 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;
- 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) Covered Condensing Units and Heat Pumps that are not part of a properly matched system as specified by the Air Conditioning, Heating & Refrigeration Institute (AHRI).

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 service, nor does it cover any costs 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.



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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) 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.registtermynunit.com. Please refer to the Limited Warranty Coverage and Exclusions of this document for additional information.

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:

| | |
|----------------------------|----------------------------|
| | (FOR CALIFORNIA ONLY) |
| 5600 Old Greenwood Road | 14300 Alondra Boulevard |
| Fort Smith, Arkansas 72908 | LaMirada, California 90638 |
| 479-648-4900 | 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.



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Applicable Warranty Period in years for the product models listed below:

Residential Packaged and Commercial Packaged Gas Electric Units Limited Warranty Period

| Model | Installed in a Commercial Application | | | | Installed in a Residential Application | | | | | |
|--|---------------------------------------|------------|------------------|-----------------|--|---------------------------------------|------------|-------------------------------|-----------------|---|
| | Parts | Compressor | Heat Exchanger | | Parts | | Compressor | Heat Exchanger | | |
| | | | Factory Standard | Stainless Steel | Non-Registered | Conditional ¹ (Registered) | | Factory Standard ² | Stainless Steel | Stainless Steel Conditional (Registered) ³ |
| RGEAYB RGEAYC RGEAZR RGEAZS RGEXZS RGEXYC | 1 | 5 | 10 | 20 | 5 | 10 | 10 | 10 | 20 | Limited Lifetime |
| RGEC**036 RGEC**048 RGEC**060 | 1 | 5 | 10 | 20 | 5 | 10 | 10 | 10 | 20 | |
| RGEC**072 RGED RGEG RGEH RKNL-G/H RKRL-H | 1 | 5 | 10 | 20 | | | | | | |

Conditions:

¹ A Conditional Parts Warranty period of TEN (10) YEARS after the Effective Date applies if the following conditions are satisfied:

- The unit is installed in a residential application, is still owned by the original purchaser, in the original installation; AND
- Warranty is registered with the Manufacturer within 90 days of original installation or closing of the purchase of your residence. Product registration is available online at www.RegisterMyUnit.com. Please refer to the Limited Warranty Coverage and Exclusions on this warranty card for additional information.

² If the heat exchanger fails during the Applicable Warranty Period, the Manufacturer will furnish a replacement factory standard heat exchanger. If a replacement is not available for any reason, the Manufacturer shall have the right instead to allow a credit in the amount of the distributor cost for an equivalent heat exchanger when applied to the purchase of any other unit from the Manufacturer.

³ Only for units with a stainless steel heat exchanger option, the Manufacturer warrants to the original purchaser for his or her lifetime the primary stainless steel heat exchanger when installed in a residential application, provided that the unit is installed and used in the original purchaser's principal residence, subject to proof of purchase and such installation, AND if the following additional conditions are satisfied:

- The unit is installed in a residential application, is still owned by the original purchaser, in the original installation; AND
- Warranty is registered with the Manufacturer within 90 days of original installation or closing of the purchase of your residence. Product registration is available online at www.RegisterMyUnit.com. Please refer to the Limited Warranty Coverage and Exclusions on this warranty card for additional information.

For any subsequent owner (or the original purchaser where the above lifetime Limited Warranty conditions are not met or ceasebeing met), or if the unit is installed for non-residential use, the Manufacturer's warranty on the primary stainless steel heat exchanger is for an Applicable Warranty Period of TWENTY (20) YEARS after the Effective Date.

Packaged Dual Fuel Units Limited Warranty Period

| Model | Installed in a Commercial Application | | | | Installed in a Residential Application | | | | | |
|------------------|---------------------------------------|------------|----------------|-----------------|--|---------------------------------------|------------|-------------------------------|-----------------|---|
| | Parts | Compressor | Heat Exchanger | | Parts | | Compressor | Heat Exchanger | | |
| | | | Standard | Stainless Steel | Non-Registered | Conditional ¹ (Registered) | | Factory Standard ² | Stainless Steel | Stainless Steel Conditional (Registered) ³ |
| RDFXYC RDFAYC | 1 | 5 | 10 | 20 | 5 | 10 | 10 | 10 | 20 | Limited Lifetime |

Conditions:

¹ A Conditional Parts Warranty period of TEN (10) YEARS after the Effective Date applies if the following conditions are satisfied:

- The unit is installed in a residential application, is still owned by the original purchaser, in the original installation; AND
- Warranty is registered with the Manufacturer within 90 days of original installation or closing of the purchase of your residence. Product registration is available online at www.RegisterMyUnit.com. Please refer to the Limited Warranty Coverage and Exclusions on this warranty card for additional information.

² If the heat exchanger fails during the Applicable Warranty Period, the Manufacturer will furnish a replacement factory standard heat exchanger. If a replacement is not available for any reason, the Manufacturer shall have the right instead to allow a credit in the amount of the distributor cost for an equivalent heat exchanger when applied to the purchase of any other unit from the Manufacturer.

³ Only for units with a stainless steel heat exchanger option, the Manufacturer warrants to the original purchaser for his or her lifetime the primary stainless steel heat exchanger when installed in a residential application, provided that the unit is installed and used in the original purchaser's principal residence, subject to proof of purchase and such installation, AND if the following additional conditions are satisfied:

- The unit is installed in a residential application, is still owned by the original purchaser, in the original installation; AND
- Warranty is registered with the Manufacturer within 90 days of original installation or closing of the purchase of your residence. Product registration is available online at www.RegisterMyUnit.com. Please refer to the Limited Warranty Coverage and Exclusions on this warranty card for additional information.

For any subsequent owner (or the original purchaser where the above lifetime Limited Warranty conditions are not met or ceasebeing met), or if the unit is installed for non-residential use, the Manufacturer's warranty on the primary stainless steel heat exchanger is for an Applicable Warranty Period of TWENTY (20) YEARS after the Effective Date.



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Applicable Warranty Period in years for the product models listed below:

Residential Packaged and Commercial Packaged Air Conditioners and Heat Pumps Limited Warranty Period

| Model | Installed in a Commercial Application | | Installed in a Residential Application | | |
|---|---------------------------------------|------------|--|---------------------------------------|------------|
| | Parts | Compressor | Parts | | Compressor |
| | | | Non-Registered | Conditional (Registered) ¹ | |
| RACAYB RACC**036 RACAYC RACC**048 RACAZR RACC**060 RACAZS RACXYC RACBYB RACXZS RACBZR | 1 | 5 | 5 | 10 | 10 |
| RACC**072 RACD RACG RACH RLNL-G/H RLRL-H | 1 | 5 | | | |
| RHPAYB RHPXYB RHPAYC RHPXYC RHPAZR RHPXZR RHPBYB RHPXZS RHPBYC RHPC**036 RHPBZR RHPC**048 RHPC**060 | 1 | 5 | 5 | 10 | 10 |
| RHPC**072 RHPD RHPPH | 1 | 5 | | | |

Conditions:

¹ A Conditional Parts Warranty of TEN (10) YEARS after the Effective Date applies if the following conditions are satisfied:

- The unit is installed in a residential application, is still owned by the original purchaser, in the original installation; AND
- Warranty is registered with the Manufacturer within 90 days of original installation or closing of the purchase of your residence. Product registration is available online at www.RegisterMyUnit.com. Please refer to the Limited Warranty Coverage and Exclusions on this warranty card for additional information.

Commercial Split Air Conditioners and Heat Pumps Limited Warranty Period

| Model | Parts | Compressor |
|--------------|-------|------------|
| RACY RPCY | 1 | 5 |
| RHCYA | 1 | |
| RHCYP | 1 | |

Conditions:

A Limited Parts Warranty period after the Effective Date applies if the following conditions are satisfied:

- The unit is installed in a commercial application; AND
- The unit is part of a properly matched system as specified by the Air Conditioning, Heating & Refrigeration Institute (AHRI).

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:

