

# LENNOX QUALITY CARE PROGRAM EQUIPMENT LIMITED WARRANTY

APPLIES IN U.S.A. AND CANADA ONLY

***FAILURE TO MAINTAIN YOUR EQUIPMENT WILL VOID THIS LIMITED WARRANTY.***

## COVERED EQUIPMENT

The following Lennox VRF (Variable Refrigerant Flow) equipment is covered by the Limited Warranty:

**Heat Recovery Units:** VRA.

**Heat Pumps:** VPA.

**Indoor Units:** V22A, V33A, VCFA, VHIA, VMDA, VWMA.

**Accessories / Controls:** Lennox-branded VRF accessories and controls.

## ONE (1) YEAR COVERAGE -- ALL APPLICATIONS

The covered equipment and covered components are warranted by Lennox for a period of one (1) year from the *date of the original unit installation*, when installed and operated in accordance with Lennox recommendations. If, during this period, a covered component fails because of a manufacturing defect, Lennox will provide a free replacement part to the owner through a Lennox contractor or other licensed service contractor. The owner must pay shipping charges and all other costs of warranty service. Replacement parts are warranted for the remainder of the original warranty period and are subject to all conditions, limitations and exclusions set forth herein. **THIS LIMITED WARRANTY DOES NOT INCLUDE LABOR.**

## EXTENDED COVERAGE

This Lennox limited warranty provides extended coverage on the components outlined below. The extended warranty coverage begins with the *date of the original unit installation* and represents the total warranty period for the specific component. **THE EXTENDED WARRANTY DOES NOT INCLUDE LABOR.**

**Compressors:** VPA, VRA -- Seven (7) years, subject to all conditions, limitations and exclusions set forth herein, including but not limited to the following conditions: (i) vacuum drying at commissioning was carried out in accordance with Lennox guidelines, (ii) all brazing of refrigerant piping was performed with nitrogen flow in pipe to eliminate oxidation, (iii) correct refrigerant charge was weighed in at the time of commissioning and was present at time of failure (no leaks), and installation of refrigerant piping was completed in accordance with Lennox guidelines.

*NOTE - If the date of original installation cannot be verified, the warranty period will be deemed to begin six (6) months after the date of manufacture.*

## COMPONENT AVAILABILITY

In the event that a component covered by this limited warranty is no longer available, the manufacturer will, at its option, provide a free suitable substitute component or allow the owner to purchase an equivalent new unit at a reduced price of 20 percent of the list price in effect on the date of the failure. The owner must pay shipping charges and all other costs of warranty service.

## EXCLUDED COMPONENTS

The following components are not covered under this limited warranty: cabinets, cabinet pieces, air filters, strainers, refrigerant, refrigerant piping and wiring.

## REPAIRS

All repairs of covered components must be made with authorized service parts by a licensed professional HVAC service contractor (or equivalent).

## CARE OF EQUIPMENT

This new Lennox unit must be properly installed, commissioned, operated and maintained by a licensed professional HVAC installer (or equivalent) or service agency in accordance with the unit installation, operation and maintenance instructions provided with each unit. Failure to provide maintenance per Lennox' instructions will void this limited warranty. The owner may be asked to provide a commissioning report and/or other written documentation of annual and other periodic preventive maintenance. This limited warranty similarly does not apply to, nor is any warranty offered by Lennox for, any unit ordered over the internet, by telephone, or other electronic means unless the contractor selling the unit over the internet, by telephone or other electronic means is also the installing contractor for the unit.

## WARRANTY PROCEDURE

When warranty parts are required:

- 1 - Be prepared to furnish the following information:
  - a - Complete model and serial number.
  - b - Proof of commissioning, required periodic maintenance, installation date and location.
  - c - An accurate description of the problem.
- 2 - Call a local contractor.
- 3 - If the installing contractor is unable to provide warranty parts, check the yellow pages for another contractor in the area. Refer to the Lennox Industries Inc. website at [www.lennox.com](http://www.lennox.com) to locate a contractor in your area, or contact:  
Lennox Industries Inc.  
P.O. Box 799900  
Dallas, TX 75379-9900  
1-800-9LENNOX (1-800-953-6669)

## WARRANTY LIMITATIONS

- 1 - Lennox will not pay labor involved in diagnostic calls, or in removing, repairing, servicing, or replacing parts. Such costs may be covered by a separate warranty provided by the installing contractor.
- 2 - This limited warranty is void if the covered equipment is removed from the original installation site.
- 3 - This limited warranty does not cover damage or defect resulting from:
  - a - Flood, wind, fire, lightning, mold, or installation and operation in a corrosive atmosphere, or otherwise in contact with corrosive materials (chlorine, fluorine, salt, recycled waste water, urine, fertilizers, or other damaging substances or chemicals), or damages associated with excessive thermal shock.
  - b - Accident, neglect, mishandling, or unreasonable use, operation, or maintenance of the equipment, including operation of electrical equipment at voltages other than the range specified on the unit nameplate (includes damages caused by brownouts).
  - c - Modification, change or alteration of the equipment, except as directed in writing by Lennox.
  - d - Use of accessories or additives that have not been approved by Lennox that are installed on or in the product.
  - e - Use of contaminated or alternate refrigerant.
  - f - Installation, operation, maintenance, or service outside of the printed recommendations of Lennox or that is not performed in compliance with applicable building, mechanical, plumbing and electrical codes.

**YOUR ONLY REMEDIES ARE PROVIDED IN THIS LIMITED WARRANTY. LENNOX MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED ABOVE. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED TO THE EXTENT LEGALLY PERMISSIBLE. SHOULD SUCH EXCLUSION OR LIMITATION OF THE WARRANTY BE UNENFORCEABLE, SUCH IMPLIED WARRANTIES ARE IN ANY EVENT LIMITED TO A PERIOD OF ONE (1) YEAR. LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES IS EXCLUDED. SOME STATES DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.**

**LENNOX WILL NOT PAY ELECTRICITY OR FUEL COSTS, OR INCREASES IN ELECTRICITY OR FUEL COSTS, FOR ANY REASON WHATSOEVER, INCLUDING ADDITIONAL OR UNUSUAL USE OF SUPPLEMENTAL ELECTRIC HEAT. THIS LIMITED WARRANTY DOES NOT COVER LODGING EXPENSES**

**LENNOX SHALL NOT BE LIABLE FOR ANY DEFAULT OR DELAY IN PERFORMANCE UNDER THIS LIMITED WARRANTY CAUSED BY ANY CONTINGENCY BEYOND ITS CONTROL.**

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### NOTE TO CUSTOMER

**Unit model number and serial number are listed below. Retain this limited warranty certificate for your records and future reference.**

Place model number / serial  
number sticker here.



P.O. Box 799900, Dallas, TX 75379-9900

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