

# LENNOX QUALITY CARE PROGRAM EQUIPMENT LIMITED WARRANTY

APPLIES IN U.S.A. AND CANADA ONLY

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

## COVERED EQUIPMENT

The following Lennox heating and cooling equipment is covered by this Limited Warranty:

**Condensing Units:** MS7-CO.

**Heat Pump - Outdoor Units:** MS7-HO.

**Indoor Air Handler:** MS7-CI, MS7-HI (includes wireless remote control).

## **FIVE (5) YEAR COVERAGE -- RESIDENTIAL APPLICATIONS**

The covered equipment and covered components are warranted by Lennox for a period of five (5) years from the *date of the original unit installation*, when installed in a "Residential Application." (A Residential Application is a single-family dwelling which includes homes, duplexes, apartments and condominiums.) If, during this period, a covered component fails because of a manufacturing defect, Lennox will provide a free replacement component to the owner through a Lennox dealer or other licensed service contractor. The owner must pay shipping charges and all other costs of warranty service.

## **ONE (1) YEAR COVERAGE -- NON-RESIDENTIAL APPLICATIONS**

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 in a "Non-Residential Application." (Non-Residential Applications include all properties which were not defined as Residential Applications in the definition above.) If, during this period, a covered component fails because of a manufacturing defect, Lennox will provide a free replacement component to the owner through a Lennox dealer or other licensed service contractor. The owner must pay shipping charges and all other costs of warranty service.

*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 warranty is no longer available, Lennox will, at its option, provide a free suitable substitute component or allow the owner to purchase an equivalent new Lennox unit at a reduced price of 20 percent of the Lennox 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 by this warranty: cabinets, cabinet pieces, air filters, driers, refrigerant, refrigerant line sets, wiring and unit accessories.

## REPAIRS

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

## CARE OF EQUIPMENT

This new Lennox unit must be properly installed, operated and maintained by a licensed professional installer (or equivalent) or service agency in accordance with the unit installation, operation and maintenance instructions provided with each Lennox unit. Failure to provide maintenance per Lennox instructions will void this warranty. The owner may be asked to provide written documentation of annual and other periodic preventive maintenance.

## WARRANTY PROCEDURE

When warranty parts are required:

- 1 - Be prepared to furnish the following information:
  - a - Complete model and serial number.
  - b - Proof of required periodic maintenance, installation date and location.
  - c - An accurate description of the problem.
- 2 - Call a local Lennox dealer or contractor.
- 3 - If the installing dealer is unable to provide warranty parts, check the yellow pages for another Lennox dealer in the area. Refer to the Lennox Industries Inc. website at [www.lennox.com](http://www.lennox.com) to locate a dealer in the 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 warranty is void if the covered equipment is removed from the original installation site.
- 3 - This 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 (including chlorine, fluorine, salt, recycled waste water, urine, fertilizers, or other damaging substances or chemicals).
  - b - Accident, or neglect or unreasonable use or operation 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 - Operation with system components (indoor unit, outdoor unit and refrigerant control devices) which do not match or meet the specifications recommended by Lennox.
  - e - Use of contaminated or alternate refrigerant.

The installation of replacement parts under the terms of this warranty does not extend the original warranty period.

**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 the owner.**

**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 warranty does not cover lodging expenses.**

**Lennox shall not be liable for any default or delay in performance under this warranty caused by any contingency beyond its control.**

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

### NOTE TO CUSTOMER

**Please complete information below and retain this warranty for your records and future reference.**

Unit Model Number: \_\_\_\_\_  
Serial Number: \_\_\_\_\_ Date: \_\_\_\_\_  
Installing Contractor: \_\_\_\_\_ Phone: \_\_\_\_\_



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

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