



All information is required when this document is submitted for it to be processed for warranty.

REQUIRED ATTACHMENTS
<ol style="list-style-type: none"> 1. Copy of purchase receipt 2. Copy of dated installation invoice by licensed HVAC contractor 3. Photo of each unit's data plate

Model & Serial Information		CASE#	
Outdoor Unit Model		Serial Number	
Indoor Unit Model(s)		Serial Number(s)	
Install Date	Failure Date	Repair Date	
Failure Information			
Failed Part Number		Replacement Part Number	
*1 Description of Failure:			

Owner/End User Information				
Name		Phone		
Address	City	State	Zip Code	
Servicing Contractor Info				
Name	License number		Phone	
*2 Shipping Address	City	State	Zip Code	
Installing Contractor Info				
Name	License number		Phone	
Address	City	State	Zip Code	

***1:** If a refrigerant leak is the complaint, the leak must be documented with a picture showing and confirming leak location. i.e. visible soap bubbles.

***2:** We cannot ship to PO boxes



LIMITED WARRANTY STATEMENT

Effective on Gree Livo, Livo GEN3, Livo+, Vireo, Vireo GEN3, Vireo+, Vireo+ Ultra, Sapphire, Multi21+, Multi+ Ultra, Super+ Multi, Super+ Multi Ultra, U-Match, U-Match+, FLEXX equipment and Multipro installed after 12/31/2021.

FOR WARRANTY SERVICE OR REPAIR:

Contact your installing contractor. You may find the installer's name on the equipment or in your Owner's packet or on your invoice.

ONLINE REGISTRATION IS AVAILABLE AT:

<https://www.greecomfort.com/warranty-program/#registration>

COMPLETE THE PRODUCT REGISTRATION BELOW:

Keep this for your files.

PRODUCT REGISTRATION:

Indoor Model No: _____ Serial No: _____

Outdoor Model No: _____ Serial No: _____

Owner Name: _____ Date of Installation: _____

Address of Installation: _____

Installing Contractor: _____

Address: _____

Phone No. / E-mail: _____



WARRANTY COVERAGE

GREE distributor (hereinafter “Company”) warrants this product against failure due to defect in materials or workmanship under normal use and maintenance as follows. All warranty periods begin on the date of original installation. If the date cannot be verified, the warranty period begins one hundred twenty (120) days from date of manufacture. If a part fails due to defect during the applicable warranty period, Company will provide a new or remanufactured part, at Company’s option, to replace the failed defective part at no charge for the part. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed below.

RESIDENTIAL APPLICATIONS

SELECT DEALER WARRANTY - Unit must be purchased and installed by a certified GREE Select Dealer.

Single and Multi-Zone Mini-Splits, MultiPro

- The warranty period for a complete new Gree system (outdoor and indoor unit) is **Ten (10) Years on all Parts and Ten (10) Years on the Compressor** when properly registered*.
- Unit must be installed in an owner-occupied location with the original owner. Subsequent owners or non-owner occupied residential applications shall only be eligible for standard warranty.

FLEXX

- The warranty period for FLEXX outdoor equipment is **Ten (10) Years on all Parts and Ten (10) Years on the Compressor** when properly registered.*
- The warranty period for FLEXX indoor equipment is **Ten (10) Years on all Parts** when properly registered.*
- Unit must be installed in an owner-occupied location with the original owner. Subsequent owners or non-owner occupied residential applications shall only be eligible for standard warranty.

*If properly registered within ninety (90) days of installation, otherwise standard warranty applies (except in California, Quebec, or other jurisdictions which prohibit warranty benefits conditioned on registration.)

STANDARD WARRANTY

- The warranty period is **Five (5) Years on all Parts and Seven (7) Years on the Compressor** when installed in a residential application. Registration of installation is strongly recommended.

COMMERCIAL APPLICATIONS

- **Products installed after 12-31-2021:** The warranty period is **Five (5) Years on all Parts and Seven (7) Years on the Compressor** when installed in approved commercial applications. The warranty is to the original owner and is not available for subsequent owners.
- **Products installed on or before 12-31-2021:** The warranty period is **One (1) Year on all Parts and Five (5) Years on the Compressor.**

CONTROLS WARRANTY

- A warranty period of **1-year on GREE branded controls** from purchase date.

This Limited Warranty Statement applies only to systems that are properly installed by a state certified or licensed HVAC contractor, under applicable local and state law in accordance with all applicable building codes and permits; GREE installation and operation instructions and good trade practices. Defective parts must be returned to the distributor through a registered servicing dealer for credit.



LIMITED WARRANTY STATEMENT

LIMITATIONS OF WARRANTIES: ALL IMPLIED WARRANTIES AND/OR CONDITIONS (INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE) ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES 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.



THIS LIMITED WARRANTY DOES NOT COVER:

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.
2. Product cleaning required prior to warranty service and repair.
3. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual, including filter cleaning and/or replacement and lubrication.
4. Failure due to faulty installation or repairs, damage, misapplication, abuse, improper servicing, lack of or in-sufficient maintenance, unauthorized alteration or improper operation.
5. Failure to start due to voltage conditions, improper wiring, blown fuses, open circuit breakers, or damages due to the inadequacy or interruption of electrical service.
6. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust or residue etc.) or other conditions beyond the control of the Company.
7. Damages due to chemicals (volatile organic compounds, sulfur, acids, etc.) or particulates.
8. Failure or damage of coils, piping or other parts due to corrosion, when installed in corrosive environments or within one (1) mile of seacoast.
9. Parts not supplied or designated by Company, or damages resulting from their use.
10. Products installed outside the 48 contiguous United States, except the District of Columbia and Hawaii, and Canada.
11. Electricity or fuel costs or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
12. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
13. Shipping damage or damage as a result of transporting the unit.
14. Accessories such as condensate pumps, line sets and so forth are not covered.
15. Any special, indirect or consequential property or commercial damage of any nature whatsoever. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.
16. Consumable components, such as air filters, are not covered under parts warranty.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. In jurisdictions where warranty benefits conditioned on registration are prohibited by law, registration is not required, and the STANDARD warranty period shown above will apply.