



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

**REQUIRED ATTACHMENTS**

- 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 Ductless Heat Pump Split Systems

listed in this document

And installed after 01/31/2020

*MULTIxxHP230V1CO*

*MULTI48HP230V1AO*

*MULTI56HP230V1AO*

*MULTIUxxHP230V1DO*

*MULTIU48HP230V1BO*

*SAPxxHP230V1xx*

*LIVxxxHPxxxV1xx*

*VIRxxHPxxxV1xx*

*VIRUxxHP230V1Ax*

*UMATxxHP230V1xx*

*DUCTxxHP230V1xD*

*CASxxHP230V1xC*

*FLRxxHP230V1xF*

*CONSxxHP230V1xF*

## 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:

[www.greecomfort.com/gree-warranty-registration-form](http://www.greecomfort.com/gree-warranty-registration-form)



## 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.

### SELECT DEALER WARRANTY

- A warranty period of **Ten (10) Years on all Parts** and **Ten (10) Years on the Compressor** to the original registered end user/homeowner when installed in a residential application.
- Unit must be purchased and installed by a certified GREE Select Dealer.
- Unit must be installed in an owner-occupied location with the original homeowner who purchased the unit.
- The installation must be registered on [greecomfort.com/register](http://greecomfort.com/register) within 60 days of installation.

### STANDARD WARRANTY

A warranty period of **Five (5) Years on all Parts** and **Five (5) Years on the Compressor** when installed in a residential and any non-owner occupied application. Registration of installation is strongly recommended.

### COMMERCIAL WARRANTY

A warranty period of **One (1) Year on all Parts** and **Five (5) Years on the Compressor** when installed in commercial applications.

### CONTROLS WARRANTY

A warranty period of **90 days** 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, 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. Failure or damage of coils, piping or other parts due to corrosion, when installed within one (1) mile of sea coast or corrosive body.
8. Parts not supplied or designated by Company, or damages resulting from their use.
9. Products installed outside the 48 contiguous United States, except the District of Columbia and Hawaii.
10. Electricity or fuel costs or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
11. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
12. Shipping damage or damage as a result of transporting the unit.
13. Accessories such as condensate pumps, linesets and so forth are not covered.
14. 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.
15. 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.**