

# Rheem Manufacturing Company

## Limited Warranty for Covered Equipment for the United States and Canada

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### **PACKAGED TERMINAL (PTAC) Product**

### **VERTICAL PACKAGED (VTAC) Product**

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#### Complete Covered Equipment Units

Rheem Manufacturing Company or one of its affiliates for the brand sold (“Warrantor”) warrants that the Rheem®, Ruud®, and Friedrich® brands of Packaged Terminal (PTAC) and Vertical Packaged (VTAC) products (“Covered Equipment”), and their component parts, are free from defects in materials and workmanship under normal use and service for the “Applicable Warranty Period” specified below. Component parts are divided into two categories for warranty purposes: (a) “General Parts,” which include all component parts other than Sealed Refrigeration System Parts; and (b) “Sealed Refrigeration System Parts,” as defined below. Each category has its own Applicable Warranty Period as set forth in the table below. “Normal use and service” means installation, operation, and maintenance in accordance with Warrantor’s published specifications, installation manuals, and applicable industry standards. This Limited Warranty applies only to Covered Equipment installed in residential (any single or multi-family dwelling, which includes apartments, condominiums, duplexes, dormitories, assisted living facilities, and homes) or commercial hospitality/lodging applications. This Limited Warranty is only available to the original owner of the Covered Equipment at the original installation location and is not transferable, unless state law provides otherwise.

#### Remedies for Complete Covered Equipment Units

At its option, Warrantor will repair or replace a defective component part if it fails under normal use and service during the Applicable Warranty Period for that part category. If the failure is caused by a defect in a General Part, the Applicable Warranty Period for General Parts applies. If the failure is caused by a defect in a Sealed Refrigeration System Part, the longer Applicable Warranty Period for Sealed Refrigeration System Parts applies. Warranty coverage for replacement component parts applies only to genuine Warrantor component parts and does not extend to component parts manufactured by other third parties. Consumable parts or components, including but not limited to air filters, are not warranted for in-service performance and are only warranted to be free from defects in material and workmanship at the time of opening the original packaging and prior to installation or use in the Covered Equipment. When a warranted part is not reasonably available to return the Covered Equipment to operation, Warrantor shall, at its sole option, either: (a) supply a replacement Covered Equipment of comparable specifications at no charge in Warrantor’s sole discretion, or (b) provide a cash settlement of the depreciated value of the Covered Equipment to the original owner either directly or through the installing contractor, calculated on a straight-line prorated basis over the Applicable Warranty Period, based on the original purchase price or, if unavailable, Warrantor’s standard list price at time of sale. The remedies described in this Limited Warranty are the exclusive remedies available for any breach of warranty. Warrantor will cover reasonable labor costs incurred solely for removal and replacement of defective parts only as set forth in the chart below; warranty labor coverage does not include, and Warrantor will not pay for, any costs associated with system upgrades, system modifications, code compliance, permitting, or changes required to bring the installation into compliance with applicable laws, codes, ordinances, or other installation standards. The replacement Covered Equipment will be warranted only for the unexpired portion of the original Covered Equipment’s Applicable Warranty Period. This Limited Warranty is applicable to Covered Equipment installed in the United States of America (including Puerto Rico) and Canada.

#### Applicable Warranty Period and Effective Date

The Applicable Warranty Period runs from the “Effective Date.” For Covered Equipment, the warranty Effective Date is the date of original installation, or 120 days after original end user purchase, whichever comes first, with proof of installation reasonably acceptable to Warrantor; if proof of installation is not available, then ninety (90) days after the date of manufacture per the serial number, unless state law requires otherwise.

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The table below summarizes the **Applicable Warranty Periods** from the **Effective Date** as set forth above. The warranty period that applies to a claim depends on whether the defective part is a General Part or a Sealed Refrigeration System Part.

### COVERED EQUIPMENT

|             |       | APPLICABLE WARRANTY PERIOD |                |                                   |                |
|-------------|-------|----------------------------|----------------|-----------------------------------|----------------|
|             |       | GENERAL PARTS              |                | SEALED REFRIGERATION SYSTEM PARTS |                |
| Category    | Model | Parts                      | Labor          | Parts                             | Labor          |
| PTAC        | PVH   | 2 Years                    | 2 Years        | 5 Years                           | 5 Years        |
|             | PDH   |                            |                |                                   |                |
|             | PDE   |                            |                |                                   |                |
|             | PZH   |                            |                |                                   |                |
|             | PZE   |                            |                |                                   |                |
| Vert-I-Pak® | VHA   | 1 Year                     | 1 Year         | 5 Years                           | 5 Years        |
| VRP®        | VRP   | 1 Year                     | Not Applicable | 5 Years                           | Not Applicable |

**Sealed Refrigeration System Parts:** The sealed refrigeration system consists of the compressor, metering device, evaporator, condenser, reversing valve, check valve, pressure sensors, and interconnecting tubing. Failures caused by defects in these components are covered for the longer warranty period specified in the “Sealed Refrigeration System Parts” columns of the table above.

### Labor and Shipping Costs

This Limited Warranty does not cover any labor expenses for diagnostics, service, removal, or installation of parts, except as expressly provided for in the Applicable Warranty Period(s) tables or as otherwise specified under the "Remedies for Complete Covered Equipment Units" section. 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.) Please retain the item or unit until Warrantor authorizes its disposal. Parts repair and/or replacement are to be performed at Warrantor's direction by a licensed service provider during the Warranty Period.

### Warranty Exclusions

Warrantor requires that this Covered Equipment be installed by a contractor that is licensed and state qualified. Failures or defects caused by improper installation may invalidate this Limited Warranty.

This Limited Warranty does NOT apply to:

1. Damages, malfunctions, or failures resulting from failure to properly install, operate, or maintain Covered Equipment in accordance with the Warrantor's instructions;
2. Damages, malfunctions, or failures caused by misuse, abuse, neglect, negligence, accident, alteration, contaminated or corrosive atmosphere, vandalism, freight damage, fire, flood, freeze, lightning, acts of water, acts of God, intrusion of animals, reptiles, insects, debris, or the like;
3. Equipment and component failures due to operation of equipment during construction;
4. Parts installed with Covered Equipment or used in connection with normal maintenance, such as cleaning or replacing air filters, refrigerant, thermostats, or tubing;
5. Covered Equipment which is not installed in the United States or Canada;
6. Covered Equipment which is not installed by a qualified, trained HVAC professional in accordance with applicable codes, ordinances, and good trade practices;

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7. Damages, malfunctions, or failures caused by the use of any attachment, accessory, or component not authorized by the Warrantor;
8. Covered Equipment moved from the original installation location;
9. 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 Warrantor;
10. Covered Equipment manufactured by the Warrantor that has been sold to the consumer via the internet or auction website, and has not been installed by a trained, qualified HVAC professional;
11. Covered Equipment which is not installed pursuant to applicable regional efficiency standards issued by the Department of Energy (DOE);
12. Components not manufactured by the Warrantor that are part of an installed system in which the Covered Equipment is a component are not covered by this warranty and are limited to the warranty terms of the specified manufacturer of such components. Any submission of such components must be handled with the specified manufacturer;
13. Service calls to: (1) instruct on unit operation; (2) replace house fuses or correct house wiring; (3) clean or replace air filters; (4) remove the unit from its installed location when not accessible for service required; or (5) correct improper installations; perform routine maintenance;
14. Rating plate(s) or serial number(s) that are altered, tampered with, or removed. Covered Equipment should not be installed if the rating label is removed;
15. Performance problems caused by improper sizing of the Covered Equipment or the electrical service voltage, wiring, or fusing;
16. Normal wear and tear.

**For U.S. Customers Only:** Because Warrantor cannot control the quality of Covered Equipment sold by unauthorized dealers, this Limited Warranty applies only to Covered Equipment that were purchased from an authorized dealer in the United States, unless otherwise prohibited by law. Warrantor reserves the right to reject warranty claims for Covered Equipment purchased from unauthorized dealers, including unauthorized internet sites or marketplace storefronts.

### How to Make a Warranty Claim

Upon discovery of the alleged defect or malfunction, promptly contact the original authorized wholesale distributor, authorized dealer, or installer, supplying the model and serial numbers of the Covered Equipment, date of installation, and description of the problem. The distributor, dealer, or installer will then notify Warrantor of the issues in order to receive instruction regarding the warranty claim. If the distributor, dealer, or installer is not available, please contact Warrantor directly with proof of purchase (that demonstrates place and date of purchase), model number, serial number, date of installation, and pictures and/or videos of the alleged defect.

For warranty claims, please use the contact information below:

10001 Reunion Place Suite 500  
San Antonio, TX 78216  
800-541-6645

Proper authorization **MUST** be obtained from Warrantor **PRIOR** to any repairs or replacements for this Limited Warranty to apply. Upon receipt of a claim, Warrantor shall investigate and decide whether to repair or replace the Covered Equipment, or any of the Covered Equipment's component parts. Warrantor reserves, at all times, the right to inspect or to have its representatives inspect the Covered Equipment to verify any claimed defect at the place of installation or at Warrantor's factory or service center(s).

To receive warranty compensation for a defective component part covered by this warranty, you or your licensed service provider must provide Warrantor with: the defective component part upon request; the complete model and serial numbers of the Covered Equipment from which the part was removed; and the date the part failed. You may

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also be required to provide proof of the Covered Equipment's installation date to establish its 'in-warranty' status. Your licensed HVAC contractor can work with a Warrantor authorized wholesale distributor or authorized dealer to obtain a replacement part, if available.

If Warrantor determines that the Covered Equipment, or component part returned to Warrantor or the authorized wholesale distributor or authorized dealer is free of defects in material and workmanship and/or that it was damaged by improper installation or other cause not covered by this Limited Warranty, the warranty claim for the Covered Equipment, component part, and/or labor may be denied.

Warrantor makes no warranty whatsoever on parts not manufactured by it, but Warrantor will apply any such warranty as may be provided to it by the parts manufacturer in evaluating the warranty claim. No one is authorized to make any other warranties or representations on Warrantor's behalf. If you would like a physical copy of this Limited Warranty, feel free to print this webpage, call our Customer Service team at the numbers above, or write to us at the addresses above, and we would be happy to send you a copy.

#### Exclusive Warranty - Limitation of Liability

**THIS LIMITED WARRANTY IS THE ONLY WARRANTY FOR THE COVERED EQUIPMENT DESCRIBED HEREIN GIVEN BY WARRANTOR. NO ONE IS AUTHORIZED TO MAKE ANY OTHER WARRANTIES ON BEHALF OF WARRANTOR. TO THE MAXIMUM EXTENT PERMITTED BY LAW, WARRANTOR DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT SUCH IMPLIED WARRANTIES CANNOT BE DISCLAIMED, THEY SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED HEREIN. TO THE MAXIMUM EXTENT PERMITTED BY LAW, WARRANTOR WILL NOT BE LIABLE FOR INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS, LOSS OF USE, OR BUSINESS INTERRUPTION. IN NO EVENT WILL WARRANTOR'S AGGREGATE LIABILITY EXCEED THE PRICE PAID FOR THE COVERED EQUIPMENT THAT GAVE RISE TO THE CLAIM. THE LIMITATIONS OF LIABILITY SET FORTH HEREIN APPLY REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR OTHERWISE.**

We suggest you retain this Certificate of Limited Warranty in the event warranty service is needed. Reasonable proof of the date of installation of your Covered Equipment will be required to establish its "in-warranty" status.

***This warranty supersedes any warranty information printed in product manuals or in other product information.***