



# LIMITED PARTS WARRANTY

## Ecoer Inverter Ducted Split System Heat Pump with R-410A Refrigerant

### MODELS COVERED

This limited warranty is provided by Ecoer Inc. and covers Ecoer Inverter Ducted Split System Condenser **EODA** Series and Air Handler Units **GN18** and **EAHA** Series (hereinafter referred to as “Heat Pump”), Ecoer Smart IoT Gateway **EG910L** Series and thermostat **EST**. The warranty is provided for the Heat Pump equipment, IoT Gateway and thermostat as long as it remains at the original installation location.

### PRODUCT REGISTRATION

The installer can easily help homeowner to register product through Ecoer Smart Service Pro Mobile App. Alternatively, register online at [www.ecoer.com](http://www.ecoer.com), type in the necessary information to submit.

Model	Serial Number
Outdoor Unit	
IoT Gateway	EG910L
Indoor Unit	

Date of Installation \_\_\_\_\_ Installed by \_\_\_\_\_

Name of Owner \_\_\_\_\_ Address of Installation \_\_\_\_\_

### WARRANTY CLAIM

- I. Contractor must call Technical Support Number **(855) 598-4093** or email [support@ecoer.com](mailto:support@ecoer.com) while at the jobsite to determine issue. They will be able to help determine issue from by using the IoT Gateway data. If deemed a warranty claim, you will receive an RMA to give to your distributor.
- II. Distributor should log onto Ecoer’s website [www.ecoer.com](http://www.ecoer.com) and select **File Claim** in the Distributor Portal. Fill out Dealer/Contractor and Homeowner information and follow the prompts to submit. Please provide the RMA that the contractor received from Technical Support to process the claim.
- III. For most warranty claims involving specified parts (i.e. PC Board, Motors, Compressor, Coils, TXV), the part must be brought back to the distributor you purchased the Ecoer unit from. Distributors must send part back to Ecoer Inc. for testing and full credit.

### WARRANTY COVERAGE

Ecoer Inc. (hereinafter “Company”) warrants this product against failure due to defect in materials or workmanship under normal use and maintenance. All warranty periods begin on the date from the short of original installation and startup date. In the case that the certificate proof of installation or startup date is not available, the commencement date shall be 90 days after the factory manufacture date verified by the product serial number. 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. If a product part is not available, Company will, at its option, provide a free suitable substitute part or provide a credit in the amount of the then factory selling price for a new suitable substitute part to be used by the purchaser towards the retail purchase a new Company product.

While, the owner of the product must pay for any and all shipping and handling charges and other costs of warranty service for the replacement part. Except as otherwise stated herein, those are Company’s exclusive obligations under this warranty for a product failure. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed of this document.

#### **Limited Warranty-Residential for Heat Pump**

For Heat Pumps installed in a one or two family residential dwelling, Company warrants that all compressors and internal components incorporated into the Heat Pump for **ten (10) or five<sup>1,2</sup> (5<sup>1,2</sup>) years**. Parts with failure due to seacoast corrosion<sup>3</sup> will be warranted for a period of **five (5) years**.

- 1) If properly registered within 90 days of original installation and startup date, otherwise **five (5) years** (except in California and Quebec and other jurisdictions that prohibit warranty benefits conditioned on registration).
- 2) **Five (5) years** if using Ecoer Inverter Ducted Split System Condenser EODA Series matched with another brand’s indoor units. **Ten (10) years** may be given if installed by an Ecoer Certified Dealer, installed to manufacturer’s specifications with new indoor unit, has IoT Gateway installed and being monitored by Ecoer and Certified Dealer.
- 3) Seacoast Corrosion is defined as corrosion on an outdoor unit that affects unit performance and is caused by repeated exposure to sodium chloride, sodium hydroxide, sodium sulfate, and other compounds commonly found in ocean water. Corrosion on coils must exceed 3” above the bottom of the base pan of the unit.



### **Limited Warranty-Commercial for Heat Pump**

For Heat Pumps installed in a building other than a one or two family residential dwelling, Company warrants that all compressors and internal components incorporated into the Heat Pump for **three (3) years**.

### **Warranty Time Periods for IoT Gateway and Thermostat**

EG910L: **Three (3) years**

EST\*\*: **Three (3) years**

### **WARRANTY CONDITIONS**

- 1) To obtain the longer warranty periods as illustrated above, the product **must** be properly registered by Ecoer Smart Service Pro App or [www.ecoer.com](http://www.ecoer.com) within ninety (90) days of original installation or startup date. In jurisdictions where warranty benefits conditioned on registration are prohibited by law, registration is not required and the longer warranty period shown will apply.
- 2) Where a product is installed in a newly constructed home, the date of installation is the one the homeowner purchased the home from the builder.
- 3) Product must be installed properly and by a licensed HVAC technician.
- 4) Installation, use, care, and maintenance must be normal and in accordance with instructions contained in the installation guides and service manuals.
- 5) Defective parts must be returned to the distributor through a registered servicing dealer.

### **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 or provinces 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.

### **ITEMS NOT COVERED**

- 1) Products installed outside the USA or its territories and Canada.
- 2) Any labor or material costs for removal, reinstallation, repair and replacement of the defective component or part, or new units.
- 3) Any product not installed pursuant to applicable regional efficiency standards issued by the Department of Energy.
- 4) The workmanship of any installer. Ecoer Inc. disclaims and does not assume any liability of any nature of unsatisfactory performance caused by improper installation, repair or maintenance.
- 5) Normal maintenance as outlined in the installation and servicing instructions, including filter cleaning and/or replacement and lubrication.
- 6) Scratches in or discoloration of finishes.
- 7) Failure, damage or repairs due to faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
- 8) Failure to start or damages due to voltage conditions, blown fuses, open circuit breakers, or the inadequacy, unavailability, or interruption of electrical provider.
- 9) Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust, etc) or other conditions beyond the control of Company.
- 10) Parts not supplied or designated by Company, or damages resulting from their use.
- 11) Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heater.
- 12) Refrigerant, including any other cost to replace, refill or dispose it.
- 13) Any IoT Gateway problems because of local LTE Carrier.
- 14) Any special, indirect or consequential property or commercial damage of any nature whatsoever. Some states or provinces do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.