

## LIMITED WARRANTY

### Ecoer Inverter Heat Pump Product Family

#### 1. MODELS COVERED

This limited warranty is provided by Ecoer Inc. ("Ecoer") and covers Ecoer Inverter Heat Pump products including: Outdoor unit EODA, ESCA Series; Rooftop Heat Pump ERDA Series; Air Handler EAHATN, EAHAEC, EAHETN, EAHDEN Series; Cased Coil GNC, SNC, EBCT Series; Furnace MGH, FG7SA, FG7TC, MGV, EVMF Series; IoT Gateway EG910L, EMG03, ELG02, ELO02; Thermostat EST01, ECT01, EST02 (hereinafter referred to as "Product").

This warranty is provided to the original purchaser of the Product as long as the Product remains installed at its original place of installation. At all times the warranty is valid only if the Product is properly installed and properly maintained by a licensed HVAC contractor and all other conditions of this warranty are met.

If Ecoer determines that the Product or any part of the Product has a defect in workmanship or materials, Ecoer, at its option, will repair or replace the defective part.

#### 2. WARRANTY COVERAGE

Ecoer Inc. (hereinafter "Company") warrants this Product against failure due to defects in materials or workmanship under normal use and maintenance. All warranty periods begin on the original installation and start-up date, with the following exception:

For Products installed in newly constructed homes, commencement date is defined as the date the homeowner purchased the home from the builder. Additional documentation including, but not limited to, verification of the closing date of the residence, proof of purchase and installation of the Product may be required to confirm the Commencement Date.

If the above scenarios do not apply, or cannot be verified, the Commencement Date is defined as 90 days from the date of manufacture (as designated by the serial number on the Product).

The product owner must pay all shipping, handling, and other warranty service costs for any 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 in this document.

##### 2.1 Limited Warranty - Residential

2.1.1. **Standard Systems:** ESi, TDi Select 2, SDi series. (Outdoor Unit Models: EODA18H\*\*, EODA17H\*\*, ESCA16H\*\*, ESDA17H\*\*)

- Parts warranty  
Registered within 60 days of the Commencement Date: **10 years**  
Not registered within 60 days of the Commencement Date: **5 years**
- Labor Warranty  
Ninety (90) days labor coverage from the Commencement Date, **provided the Product is properly registered within sixty (60) days of installation**  
Failure to register within sixty (60) days will result in no labor coverage  
Optional 10-Year Labor Protection Plan available for \$599 (homeowner retail), must be purchased within 60 days of installation
- Smart Monitoring  
**1-Year** Monitoring Included  
SDi series (ESCA16H\*\*, ESDA17H\*\*): Not eligible for monitoring  
Optional upgrade to 5-Year Monitoring: \$299, available for purchase at <https://www.ecoer.com/product/extended-services/>

2.1.2. **Premium Systems:** RTi, TDi Pro, TDi Pro 2 series. (Outdoor Unit Models: EODA19H\*\*, ERDA19H\*\*)

- Parts warranty  
Registered within 60 days of the Commencement Date: **10 years**  
Not registered within 60 days of the Commencement Date: **5 years**
- Labor Warranty  
Ten (10) years labor coverage from the Commencement Date, **provided the Product is properly registered within sixty (60) days of installation**  
Failure to register within sixty (60) days will result in no labor coverage.
- Smart Monitoring  
**3-Year** Monitoring Included  
Optional upgrade to 10-Year Monitoring: \$499, available for purchase at <https://www.ecoer.com/product/extended-services/>

2.1.3. **Furnace Heat Exchanger Warranty**

- Twenty (20) years from the Commencement Date if properly registered within sixty (60) days of installation
- Ten (10) years if not registered within sixty (60) days

All other furnace components are covered under the standard Residential Parts Warranty.

This coverage applies only to defects in materials or workmanship under normal use.

This warranty does not cover failures caused by improper installation, improper venting, combustion issues, or environmental contamination.

## 2.2 Limited Warranty - Commercial

Products installed in a commercial building are covered by a **three (3) year** limited warranty from the initial installation date or 42 months from the date of shipment, whichever comes first. This warranty applies to all parts and internal components except air filters, filter-driers and refrigerant. This commercial warranty replaces all other stated or implied warranties.

- Parts warranty  
Registered within 60 days of the Commencement Date: **3 years**
- Labor Warranty  
Registered within 60 days of the Commencement Date: **3 years** included
- Smart Monitoring  
Same as residential.

## 2.3 Limited Warranty - IoT Gateway & Thermostat

All Ecoer IoT Gateway devices and thermostats are covered by a limited:

- Three (3) year parts-only warranty from the Commencement Date  
This applies to all models, including but not limited to: EG910L, EMG03, ELG02, ELO02, ECT01, EST01, EST02
- Accessory warranty periods do not extend to match the primary system warranty.

## 2.4 Customer Acknowledgement and Confirmation:

- The customer acknowledges and confirms that in the event of device damage, they should promptly contact our company's relevant personnel for repair services. If the customer independently contacts any third-party for repairs, they shall bear all consequences arising from such actions.
- The customer acknowledges that device damage and subsequent repairs may cause interruptions in data transmission, temporarily preventing our company from providing monitoring services. Such service interruptions shall not be deemed a breach of contract by Ecoer Inc.

## 3. WARRANTY CONDITIONS

At all times this Limited Warranty is only valid if the Product is properly installed and properly maintained by a licensed HVAC contractor and all other conditions of this warranty have been met. All repairs of Products covered under this limited warranty must be made with authorized Ecoer service parts and by a licensed service provider. At any point in the warranty process, if Ecoer determines that the Product has a defect in workmanship or materials, Ecoer can opt to repair or replace the defective part.

- a) The Product is not properly installed, operated, maintained or repaired in accordance with Ecoer's official Installation, Operation and Maintenance Manual by a licensed HVAC service provider; or unqualified personnel perform installation, repair or maintenance of the Product.
- b) Product removed from original installation location.
- c) Existing or new third-party indoor coils must be designed to accommodate the corresponding refrigerant, with refrigerant metering via an appropriate TXV/EEV.
- d) Documentation showing the proper preventative maintenance may be required and requested in writing.
- e) Credit for defective parts will only be issued after defective parts are returned to the distributor through a registered servicing dealer.
- f) Claims under this limited warranty must be filed within **60** days of failure date.
- g) Labor is not covered unless the ESA (Extended Service Agreement Program) is active.
- h) Warranty applies only when equipment is installed per local code and Ecoer requirements.

## 4. ITEMS / LABOR NOT COVERED

- Installer workmanship, improper installation, repair, or maintenance. Including but not limited to coil damage, pipeline blockage, refrigerant charge errors and component failure due to inadequate upkeep.

- Any Ecoer components or parts on which the original tags, labels or nameplates have been removed, altered, defaced or destroyed.
- Any labor or material costs for the diagnosis, maintenance, repair or replacement of defective parts or components caused by the installation and use of non-authorized parts or components. Like damaging the fan blades during installation, using a third-party motor with lower power causing system failure or motor damage.
- Any labor or material costs for installation, service and routine maintenance of the Product.
- Products purchased from unauthorized sellers.
- Products installed in a corrosive environment, such as near saltwater, sulfur, chlorine, or fertilizers.
- Blockage, damages and failures caused by using third-party micro-channel indoor coils with smaller pipe size in heat pump configuration.
- Expedited shipping, delivery, freight, lodging, or administrative fees.
- Damages, defects, and failures caused by using third-party Products, services, or systems connected to or used in conjunction with Ecoer Product(s).
- Any use that is not designed or intended for the Product(s). Ecoer units are used for air conditioning, heating, ventilation and dehumidification.
- Alteration, modification, negligence, abuse, misuse or accident. For example, damages or system failures caused by modifying Ecoer unit to connect to third-party components to produce hot water.
- Ecoer Inc. bears no responsibility and offers no remedy for electricity or fuel costs, increases in electricity or fuel costs for any reason, including additional or unusual use required in the application of supplemental heat.
- Use of unapproved chemicals, refrigerants, additives, or non-Ecoer components.
- Non-approved refrigerant additives including, but not limited to, dyes and leak sealants will void the Product warranty.
- Improper operation, abuse, misuse, accident, neglect, unauthorized alteration, improper voltage, or unqualified installation/repair.
- Operation outside voltage range: 187~253V.
- Any use in violation of the written instructions or specifications provided by Company.
- Damage to the Product caused by accident, electrical surges, fire, floods or acts of God.
- Cosmetic pieces such as outer grills and panels that do not affect operational performance of the Product.
- Refrigerant, refrigerant line sets, air filters, surge protectors, non-factory installed filter-driers, fuses, belts or other consumable components and accessories.
- Parts or other components not supplied by the Company or damages resulting from their use.
- Products installed outside the contiguous U.S.A, Hawaii, Alaska or Canada.
- Any IoT Gateway connectivity issues due to lack of, or loss of coverage with local Carrier (AT&T, T-Mobile, VZW).
- Any failures due to unauthorized modifications of the Product after the shipment from Company or its supplier.
- System failure and components damage caused by the lack of a surge protector in the system. For example, if there is no surge protector installed in the system, unstable voltage may cause the PCB to burn out, damage the motor and compressor.

## 5. LIMITED WARRANTY

OTHER THAN THE OBLIGATIONS OF ECOER EXPRESSLY SET FORTH HEREIN, ECOER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

ECOER'S SOLE OBLIGATION WITH RESPECT TO THE PRODUCT AND PURCHASER'S EXCLUSIVE REMEDIES ARE SET FORTH IN THE FOREGOING LIMITED WARRANTY.

ECOER SHALL NOT BE LIABLE FOR ANY INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR SIMILAR DAMAGES INCLUDING, WITHOUT LIMITATION, INJURY OR DAMAGE TO PERSONS OR PROPERTY OR DAMAGES FOR LOSS OF USE, LOST PROFITS, INCONVENIENCE OR LOSS OF TIME.

Repaired or replaced parts are covered only for the unexpired term of the original warranty. This warranty applies only to Products purchased, delivered and used within the United States, Canada, Hawaii and Alaska.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

## 6. WARRANTY CLAIM

For Product equipped with an IoT Gateway, Ecoer Technical Support will be able to remotely access its operating history and assist the dealer with troubleshooting and resolution.

I. Dealer must call Technical Support Number **(855) 598-4093** or email [support@ecoer.com](mailto:support@ecoer.com) while on the jobsite, prior to removing or replacing any part. If Ecoer Technical Support deems the failure a warranty claim, an RMA number will be issued to the dealer.

II. Warranty claims must be submitted through Ecoer's Warranty Claim Portal: <https://www.ecoer.com/warranty-claim/>

Required documentation includes:

- Product serial number
- Proof of purchase
- Installation date and location
- Description of failure

- Authorization or RMA number (if applicable)
- 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.

#### **Labor Warranty Claim Process Clarification**

- 90-Day Labor Warranty: Administered directly by Ecoer Inc. Claims must be filed through the Ecoer Distributor Portal.
- 10-Year Labor Warranty: Administered by Trinity Warranty. Claims must be filed in accordance with Trinity Warranty's procedures and guidelines.

#### **Important Terms:**

Failure to follow proper claim procedures may result in denial of warranty coverage.

Ecoer reserves the right to inspect returned parts to validate warranty eligibility prior to issuing credit or reimbursement.

## **7. PRODUCT REGISTRATION**

To qualify for extended warranty coverage, the Product must be registered within sixty (60) days of installation.

Registration may be completed through:

Online Registration Portal: <https://www.ecoer.com/warranty-registration/>

ESS PRO App (Ecoer Smart Service Pro), available for download on the Apple App Store® and Google Play®.

Failure to complete registration within sixty (60) days will result in reduced warranty coverage as specified in this document.

#### **Additional Requirement for Smart-Enabled Systems:**

For the following models: EODA18H\*\*, EODA17H\*\*, EODA19H\*\*, ERDA19H\*\*, installation of an Ecoer IoT Gateway (EG910L, ELK01, or EMG03) is mandatory.

Registration must be completed through the ESS PRO App (Ecoer Smart Service Pro) with an active internet connection.

Failure to install the required IoT Gateway and complete registration through the ESS PRO system will result in:

- Ineligibility for labor warranty coverage
- Ineligibility for monitoring services

## **8. WARRANTY ENFORCEMENT**

If the same error code is triggered three (3) times and remains unresolved within a 30-day period, the system warranty may be voided in accordance with our terms and conditions.