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# Limited Warranty

## Duct Free Split (DFS) M, P, R, X, W, Y, Z Series

**WARRANTY TERMS:** Johnson Controls ("Company") warrants this product to be free from defects in factory workmanship and material under normal use and service. Company will at its option, repair or replace defective parts without charge, subject to the exclusions below and according to the terms outlined in this warranty.

This warranty covers only equipment described by the Product Model Number and Unit Serial Number on the equipment or listed on the Warranty Registration Card, and applies only to products installed in the United States, Canada, or Puerto Rico. Company has no responsibility for installation, service, shipping, handling or other costs or charges, except as otherwise provided in this warranty. Tampering, altering, defacing, or removing the product serial number will void this warranty. This warranty extends only to the original consumer purchaser and is nontransferable.

1. The product is warranted to the original owner from the date of installation by a licensed contractor. Standard limited warranty for product is (5) five year parts and (7) seven year compressor.
  - a. Upon successful registration of this product by licensed contractor within (60) days of original install, this product will move to an extended standard warranty of (10) ten year parts and (10) ten year compressor. This extended standard warranty offering is for residential application only. All previous generations of this product are excluded.
2. This product is warranted for commercial applications of multi-tenant facilities, or where approved for commercial application by design. Standard limited warranty is for (5) five year parts and (7) seven year compressor. All previous generations of this product are excluded.

For this warranty to apply, the product must be installed according to Company recommendations and specifications, in accordance with all local, state, and national codes, and the product must not be removed from its place of original installation. This warranty does not apply to any unit sold over the Internet, by telephone or other electronic means unless the contractor that buys or sells a unit over the Internet, by telephone or other electronic means also installs the unit. In the absence of a recorded online warranty registration, the warranty period will begin upon product shipment from Company. If you are unaware of the effective warranty date, contact Company at (844) 873-4445.

**FOR PRODUCT REGISTRATION:** For your benefit and protection, register your product with Company promptly after installation. This will initiate the warranty period and allow us to contact you, should it become necessary.

Register product [www.hvacnavigator.com](http://www.hvacnavigator.com) then click on warranty, questions contact your distributor or BE-VRFWarranty@jci.com.

**FOR WARRANTY PARTS OR EQUIPMENT:** Company reserves the right, at its sole discretion, to provide replacement repair parts or equipment. All replacement parts should be replaced with OEM parts from distributor. Failure to do so will void manufacture warranty. The Company will allow a credit for the purchased OEM part. All failed parts become property of Company. Distributor will hold failed parts for a period of 90 days should further examination be required by Company.

The warranty period for obtaining repaired or replacement parts, or an allowance will not extend beyond the original warranty period as stated below. In addition, if a replacement unit is provided by Company, the warranty period for the complete replacement unit is limited to the remainder of the original warranty period.

Installation Date: \_\_\_\_\_

Installing Contractor: \_\_\_\_\_

Unit Serial Number: \_\_\_\_\_

Product Model Number: \_\_\_\_\_

Unit Serial Number: \_\_\_\_\_

Product Model Number: \_\_\_\_\_

Unit Serial Number: \_\_\_\_\_

Product Model Number: \_\_\_\_\_

Unit Serial Number: \_\_\_\_\_

Product Model Number: \_\_\_\_\_

Unit Serial Number: \_\_\_\_\_

Product Model Number: \_\_\_\_\_

**FOR WARRANTY SERVICE OR REPAIR:** As soon as possible after discovery of the problem, notify your installing contractor or another participating contractor, preferably in writing. Be sure to include the Product Model Number, Unit Serial Number, Installation Date, and description of the problem. You may find the installing contractor's name on this page or on the equipment.

If a contractor response is not received within a reasonable amount of time, notify Company at: Johnson Controls, Consumer Relations, 8304 Esters Blvd., Suite 810, Irving, TX 75063 or by telephone at (844) 873-4445. All warranty service or repair is performed during regular business hours, Monday through Friday, 9:00 AM - 5:00 PM. Service requests sent to Company without prior contractor contact are referred back to a participating contractor. It is in the best interest of the Consumer to contact a participating contractor directly

**STANDARD WARRANTY PERIOD:** The warranty period in years, depending on the part, is as shown in the chart below.

PRODUCT	COMPRESSOR	PARTS
Outdoor Unit	7 Years	5 Years
Indoor Unit	N/A	5 Years
Controls	N/A	5 Years

**Note:** To qualify for the **Extended** Standard Warranty (5 year standard + 10 years extended standard), all components of the systems must be installed and commissioned by a factory trained contractor and follow product registration guidelines.

**MAINTENANCE:** Company strongly recommends regular periodic preventive maintenance on this equipment. The person most familiar with the equipment in your HVAC system is a participating contractor. The participating contractor can ensure that your maintenance program meets the "Company Warranty" conditions, maximize the equipment efficiency, and service your unit within the mandated guidelines with regard to unlawful discharge of refrigerants into the atmosphere.

**EXCLUSIONS: This warranty does not cover any:**

1. Shipping, labor, or material charges or damages resulting from transportation, installation, or servicing.
2. Damage or repairs required as a consequence of mishandling, faulty installation, misapplication, abuse, improper servicing, unauthorized alteration, or improper operation.
3. Damages or failure to start resulting from improper voltage conditions, blown fuses, open circuit breakers, or other inadequacy or interruption of electrical service or fuel supply.
4. Fuses, either internal or external to the product.
5. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of either defective parts or replacement parts.
6. Products removed from their original location for reinstallation purposes.
7. Damages resulting from accident, abuse, fire, flood, alteration, or acts of God.
8. Damages resulting from use of the product in a corrosive atmosphere.
9. Normal maintenance, or damages resulting from failure to perform normal maintenance, as outlined in the installation and servicing instructions or owner's manual.
10. Cleaning or replacement of filters, nozzles, or orifices.
11. Damages resulting from operation with inadequate supply of air or water; Damages resulting from failure to properly and regularly clean air and/or water side of condenser and evaporator.
12. Damages resulting from: (I) freezing of condenser water or condensate; (II) inadequate or interrupted water supply; (III) use of corrosive water; (IV) fouling or restriction of the water circuit by foreign material or like causes.
13. Damages caused by improper parts, components or accessories not suitable for use in or with the unit. For a list of parts that are known to be compatible please reference the equipment renewal parts list, contact a participating contractor for assistance, or call 1 (844) 873-4445.
14. Electricity or fuel costs, or increases in fuel or electric costs, for any reason including additional or unusual use of supplemental electric heat.

This warranty is instead of all other express warranties. All implied warranties, including the implied warranty of merchantability and fitness for a particular purpose are limited in duration to the actual warranty period applicable to the part. Some states do not allow the disclaimer of implied warranties, so the above disclaimer may not apply to you. In addition, some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event, whether as a result of breach of warranty or contract, tort (including negligence), strict liability, or otherwise, is Company liable for special, incidental, or consequential damages or expenses, including but not limited to loss of use of the equipment or associated equipment, lost revenues or profits, cost of substitute equipment, or cost of fuel or electricity.

The above limitations take effect for the benefit of Company's suppliers and subcontractors. The above limitation on consequential damages does not apply to injuries to persons in the case of consumer goods. Company does not assume, or authorize any other person to assume for Company, any other liability for the sale of this product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state.