

Limited Warranty

Variable Refrigerant Flow (VRF) Heat Recovery & Heat Pump Systems

*VAH***B32S, *VAH***B42S, *VAH***B52S, *ID***B22S, TIWM***B22S, *MAHP***22S, COB***B22*, *VWH***B32S, *VWH***B42S
CI*01, CC*01, CCXL01, CCC*01, CBN02, CLW01, CCWEB01, DXF-***A1

WARRANTY TERMS: Johnson Controls-Hitachi Air Conditioning N.A. ("The Company") warrants this product to be free from defects in factory workmanship and material under normal use and service and 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, and applies only to products installed in the 50 United States and Canada. The Company shall have 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 serve to void this warranty. This warranty extends only to the original installed location and is nontransferable.

1. The product is warranted to the original installed location from the date of commissioning by a mechanical contractor with applicable certification(s), whom holds a VRF Factory installation certification in good standing with Johnson Controls - Hitachi Air Conditioning N.A., VRF installation. Limited warranty for product is (1) One year parts and (7) Seven year compressor.
2. This product will move to an extended limited warranty of (10) Ten year parts and (10) Ten year compressor upon the following:
 - a. Commissioning agent successfully completing the Johnson Controls - Hitachi Air Conditioning N.A. VRF factory Installation, and commissioning training programs and remains in good standing with the Company.
 - b. Submission of the commissioning report documentation to the Johnson Controls - Hitachi Air Conditioning N.A. VRF Commissioning portal.

All previous generations of this product are excluded. Contact your Distributor for specific requirements.

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 distributor.

PRODUCT REGISTRATION REQUIREMENT: Submission of the commissioning report documentation to the Johnson Controls - Hitachi Air Conditioning North America VRF Commissioning portal on hvacnavigator.com is required at time of commissioning. Contact your distributor for further details.

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 during claim process. All failed parts become property of Company. Distributor will hold failed parts or equipment for a period of 180 days should further examination be required by Company.

The warranty period for obtaining repaired or replacement parts, or an allowance shall 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: _____

Product Model Number	Unit Serial Number

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Note: To qualify for the **Extended Limited Warranty as shown in chart below** (10 years Part & 10 Years Compressor), all components of the systems must be installed and commissioned by a VRF factory trained mechanical contractor & commissioning agent in good standing with The Company and follow commissioning report guidelines for product registration. Refer to points 1, 2.a. & b. of this document.

PRODUCT	COMPRESSOR	PARTS
Outdoor Unit	10 Year	10 Year
Indoor Unit	N/A	10 Year
Controls	N/A	10 Year

MAINTENANCE: Company requires 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. Installations by Mechanical Contractor who are not in compliance with Johnson Controls - Hitachi Air Conditioning N.A. VRF Factory Installation program.
2. Equipment Start-ups / Commissioning performed by a Commissioning Agent who are not in compliance with Johnson Controls - Hitachi Air Conditioning N.A. VRF Factory Installation program and Commissioning Training program .
3. Shipping, labor, or material charges or damages resulting from transportation, installation, or servicing.
4. Damage or repairs required as a consequence of mishandling, faulty installation, misapplication, applications deviating from the product documentation, abuse, improper servicing, unauthorized alteration.
5. 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.
6. Damages to third party products caused by miss-use and/or use against Johnson Controls-Hitachi Air Conditioning guideline in relation to the air handling unit (AHU) connected to the system.
7. Fuses, either internal or external to the product.
8. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of either defective parts or replacement parts.
9. Products removed from their original location for reinstallation purposes.
10. Damages resulting from accident, abuse, fire, flood, alteration, or acts of God.
11. Damages resulting from use of the product in a corrosive atmosphere.
12. Normal maintenance, or damages resulting from failure to perform normal maintenance, as outlined in the installation and servicing instructions or owner manual.
13. Cleaning or replacement of filters, nozzles, or orifices.
14. 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.
15. 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.
16. 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.
17. 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 in lieu 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, shall Company be 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 shall inure to the benefit of Company's suppliers and subcontractors. The above limitation on consequential damages shall 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.

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