

# Limited Warranty

## Residential Split AC & HP Communicating Variable Capacity Systems

**WARRANTY TERMS:** Johnson Controls Unitary Products (hereinafter “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 any parts, without charge, subject to the exclusions below, that prove to have such defects according to the terms outlined in this warranty. Company reserves the right, at its sole discretion, to provide a replacement unit in the place of repair parts, in which case the warranty period for the replacement unit is limited to the remainder of the original warranty period. Alternatively, Company may, at its option, extend a replacement allowance to be applied toward the purchase of a new unit marketed by Company. The exact amount of the allowance will be determined at the discretion of Company, based upon current market conditions, but in no case shall this allowance exceed thirty (30) percent of the original consumer purchase price of the unit excluding such items as ductwork, wiring, piping, and installation costs. The warranty period for repair or replacement parts or unit provided hereunder shall not extend beyond the warranty period stated below. Company shall have no responsibility hereunder for installation, shipping, handling, or other charges except as specifically provided herein.

This warranty covers only the 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. Tampering, altering, defacing, or removing the product serial number will serve to void this warranty. This warranty extends only to the original consumer purchaser and is nontransferable. For this warranty to apply, the product must be installed according to Company recommendations and specifications, and in accordance with all local, state, and national codes; and the product or residence 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 dealer 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 Warranty Registration Card, the warranty period will begin upon product shipment from Company. If you are unaware of the date the warranty became effective, contact Company at (877) 874-7378 or visit [www.upgproductregistration.com](http://www.upgproductregistration.com).

**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. You can register your product online at [www.upgproductregistration.com](http://www.upgproductregistration.com) or by returning the Warranty Registration Card on the back page of this packet.

System AHRI #:		
System Component	Model Number	Serial Number
Outdoor Unit		
Indoor Unit(s)		
System Control		

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

Installing Dealer: \_\_\_\_\_

Dealer Training Certification Number: \_\_\_\_\_

**FOR WARRANTY SERVICE OR REPAIR:** Notify your Installing Dealer or a Participating Dealer, preferably in writing, as soon as possible after discovery of the problem. Be sure to include the Product Model Number, Unit Serial Number, Installation Date, and a description of the problem. You may find the Installing Dealer’s name on this page or on the equipment, and you can locate Participating Dealers online at [www.yorkupg.com](http://www.yorkupg.com).

If a Dealer response is not received within a reasonable amount of time, notify Company at: Johnson Controls Unitary Products, Consumer Relations, 5005 York Drive, Norman, OK 73069 or by telephone at (877) 874-7378. All warranty service or repair will be performed during regular business hours, Monday through Friday 9:00 AM - 5:00 PM. Service requests sent to Company without prior Dealer contact will be referred back to a Participating Dealer. Because this process takes time, it is in the best interest of the Consumer to contact a Participating Dealer directly.

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

For warranty coverage, these variable capacity designs are required to be installed as complete systems including the communicating Hx™ thermostat and variable speed communicating air handler, furnace & coil, or modular air handler & coil with factory mounted EEV. **Company strongly recommends that a completed Startup Sheet is submitted at the time of warranty registration.**

SYSTEM COMPONENT	COMPRESSOR	PARTS
YXV, YZV Outdoor Unit	10 or Lifetime <sup>†</sup>	5 or 10 <sup>†</sup>
AVV or MC Indoor Unit with factory mounted EEV	—	5 or 10 <sup>†</sup>

**NOTES:**

To qualify for the <sup>†</sup> Extended 10-year parts warranty and/or the <sup>‡</sup> Lifetime compressor warranty, the unit must be registered online at [www.upgproductregistration.com](http://www.upgproductregistration.com) within 90 days of installation for replacement units or within 90 days of closing for new home construction. In some states, registration is not required, but proof of installation is required.

**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 Dealer. The Participating Dealer 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 Dealer for assistance, or call 1-877-874-7378.
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 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.