

GE Appliances VRF HVAC Limited Warranty

www.GEAppliancesAirAndWater/vrf-resource-portal/

Please save your receipt showing the date of original purchase and the date of installation.

This Standard Limited Warranty is provided to the Original Owner of the Ductless Split identified by the following model number descriptions: MVHP, MVHR, MVHQ, MWHQ, MVA, MWA ("Product").

For The Period Of:	GE Appliances Will Replace:
1 Year <u>Remote Controller Warranty</u> from the date of the original installation	If the Remote Controller proves to be defective due to improper workmanship and/or material for a period of one (1) year from the date of installation , GE Appliances, A Haier Company ("Haier") will provide a new or refurbished controller, at Haier's sole discretion.
1 Year <u>Limited Parts Warranty And 5 Year Limited Compressor Warranty</u> from the date of the original installation	If any parts should prove to be defective due to improper workmanship and/or material for a period of five (5) years from the date of installation , Haier will replace any defective parts without charge for the part. Parts used for replacement may be new or refurbished parts, determined at Haier's sole discretion, and provided to your licensed HVAC technician installer.
10 Year <u>Registered Limited Parts And Compressor Warranty</u> from the date of the original installation (ONLINE REGISTRATION REQUIRED at www.GEAppliancesAirAndWater.com/vrf-resource-portal/)	If any of the parts should prove defective due to improper workmanship and/or material for a period of ten (10) years from the date of installation , Haier will replace any defective parts without charge for the part. The replacement part is warranted for the remainder of the original ten (10) year warranty period. Parts used for replacement may be new or refurbished parts, determined at Haier's sole discretion, and provided to your licensed HVAC technician installer. This Registered Limited Parts Warranty requires online registration within sixty (60) days from the original date of installation or occupancy. NON-RESIDENTIAL/COMMERCIAL APPLICATIONS ARE NOT ELIGIBLE FOR THIS REGISTERED LIMITED PARTS WARRANTY.

LABOR NOT COVERED:

These limited warranties **DO NOT** include labor or any other costs incurred for service, maintenance, repair, removing, replacing, installing, complying with local building or electrical codes, shipping or handling, replacement of the system, compressors or other parts.

EXCLUDED COMPONENTS:

The following components are not covered by this warranty: cabinets, cabinet pieces, air filters, driers, refrigerant, refrigerant line sets, belts, wiring, fuses, oil nozzles, unit accessories and any parts not affecting unit operation.

WHAT IS THE DATE OF ORIGINAL INSTALLATION:

The 'date of original installation' is the date the unit is originally commissioned by the certified Haier technician or licensed HVAC installers and all product start-up procedures have been properly completed and verified by the installer's invoice. If the installation date cannot be verified, the Date of Original Installation will be sixty (60) days after the manufacture date, as determined by the Product's serial number.

WHAT IS THE DATE OF PURCHASE:

The 'Date of Purchase' is the date that the original installation is complete and all product start-up procedures have been properly completed and verified by the installer's invoice. If the installation date cannot be verified, then the Date of Purchase will be sixty (60) days after the manufacture date, as determined by the Product's serial number.

WHO IS COVERED:

Owner occupied: The "Original Owner" means the original owner (and his or her spouse) of a residential single family where the Product was originally installed.

Non-Owner occupied: The "Non-Owner occupied" is defined as a) single family or multi-family residential buildings that are not Owner Occupied, or b) light commercial applications, (such as office buildings, retail establishments, hotels/motels).

For Non-owner occupied, this limited warranty requires that the Product be installed and maintained annually by a licensed HVAC technician (proof of annual maintenance is required).

HOW CAN YOU GET SERVICE:

Contact your licensed HVAC technician . All installation and service must be performed by a licensed HVAC technician. Failure to use a licensed HVAC technician for installation of this Product voids all warranty on this Product.

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LIMITED WARRANTY

What Haier Will Not Cover:

- Improper service or installation.
- Damage in shipping.
- Defects other than manufacturing defects (i.e., other than workmanship or materials).
- Damage from misuse, abuse, accident, alteration, lack of proper care and/or regular maintenance
- Damage resulting from floods, fires, wind, lightning, accidents or similar conditions.
- Product that was not installed or serviced by a licensed HVAC technician.
- Labor and related services for repair or installation of the Product.
- A product purchased from an unauthorized online retailer.
- Damage as a result of subjecting Product to an atmosphere with corrosives or high levels of particulates (such as soot, aerosols, fumes, grease).
- Modification, change or alteration of the equipment, except as directed in writing by Haier.
- Use of contaminated or refrigerant not compatible with the unit
- Operation with system components (indoor unit, outdoor unit, and refrigerant control devices) which are not an AHRI match or meet the specifications recommended by Haier.
- A Product sold and/or installed outside of the 50 United States, the District of Columbia, or Canada.
- Batteries for the controller and other accessories provided with the Product for installation (e.g., plastic hose).
- Normal maintenance, such as cleaning of coils, cleaning filters, and lubrication.
- For Product installed in Non-Owner Occupied applications, Product that has not been maintained annually by a licensed HVAC technician (proof required).
- Damage caused by a used or unapproved component or part by Haier (e.g., a used and/or unapproved condenser / air handler).
- Component or parts not provided by Haier.
- Product that has been moved from its original installation to a new residence or building.
- Accident, or neglect or unreasonable use or operation of the equipment including operation of electrical equipment at voltages other than the range specified on the unit nameplate (includes damages caused by brownouts).
- Damage to the product caused by accident, fire, floods or acts of God.
- Incidental or consequential damage caused by possible defects with this product.

LEGAL RIGHTS:

Some states and provinces do not allow warranty terms to be subject to registration. In those states and provinces, the 10 year Registered Limited Parts Warranty applies. In addition, if allowed by the law of the state or province where the Product is installed, the subsequent owners of the residence or building may have additional rights or longer warranty terms.

REGISTERED LIMITED PARTS WARRANTY COVERAGE REQUIREMENTS:

- The unit is branded under the GE Appliances house of brands.
- The unit is installed in a residential application
- The unit is properly registered at www.GEAppliancesAirAndWater.com/vrf-resource-portal within 60 days after the original date of installation or occupancy.
- The unit is part of a complete AHRI matched system and installed by a state certified or licensed HVAC contractor in accordance with the unit installation, operation, and maintenance instructions provided with the unit.
- Indoor and outdoor units are covered only when they are part of the GE Appliances house of brands and are purchased and installed as a system along with a qualifying unit. (Third party coils are not covered).
- Installation is compliant with applicable laws, regulations, codes, and ordinances.
- Proof of purchase may be required.
- See Appendix A for details.

GE Appliances VRF HVAC Limited Warranty

EXCLUSION OF IMPLIED WARRANTIES:

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, THIS LIMITED WARRANTY IS EXCLUSIVE AND GIVEN IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

UNDER NO CIRCUMSTANCES SHALL HAIER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUE OR PROFITS, WORK STOPPAGE, SYSTEM FAILURE, IMPAIRMENT OF OR DAMAGE TO OTHER EQUIPMENT OR GOODS, COST OF REMOVAL AND REINSTALLATION OF THE SYSTEM, LOSS OF USE, INJURY TO PERSONS OR PROPERTY ARISING OUT OF OR RELATED TO THE SYSTEM. HAIER'S TOTAL LIABILITY, IF ANY, UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE INVOICE VALUE PAID BY THE CUSTOMER FOR THE SYSTEM WHICH IS THE SUBJECT OF A CLAIM OR DISPUTE.

SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ALLOW DISCLAIMERS OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE CUSTOMER. THIS LIMITED WARRANTY GIVES THE CUSTOMER SPECIFIC LEGAL RIGHTS. CUSTOMERS MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

The remedy provided in this warranty is exclusive and is granted in lieu of all other remedies. This warranty does not cover incidental or consequential damages. Some states and provinces do not allow the exclusion of incidental or consequential damages, so this limitation may not apply to you. Some states and provinces do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary by state and province. This warranty covers Products within the 50 United States, the District of Columbia and Canada.

For US Customers: This limited warranty is extended to the original purchaser for products purchased for home use within the USA. In Alaska and Hawaii, the limited warranty does not include the costs of shipping units.

Some states do not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.

Warrantor: GE Appliances, a Haier company
Louisville, KY 40225

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LIMITED WARRANTY

APPENDIX A

VRF EXTENDED WARRANTY POLICY

Service & Technical Requirements

To ensure that Haier VRF systems perform reliably over their service life and to protect both customers and Haier from preventable failures, the following service and technical requirements shall apply to all systems enrolled in the Extended Warranty Program. Compliance with these requirements is mandatory for eligibility.

1. System Design Documentation

- All design drawings or materials must use the most current version of Haier VRF Selection Software.
- Initial Design File shall be submitted at the time of system registration.
- As-Built Design File, reflecting the final installed conditions, must be submitted at project closeout.
- Outdated or incomplete software files will render the system ineligible for extended warranty coverage.

2. Startup & Commissioning Requirements

- TD-03 Service Tool Data Logs:
 - Minimum of 1 hour continuous operation in cooling or heating mode.
 - Minimum of 1 hour continuous operation in mixed-mode operation (for Heat Recovery systems).
 - Logs must capture compressor frequency, refrigerant pressures and temperatures, EEV positions, and indoor unit operating status.
- Commissioning Checklist (required fields):
 - Refrigerant leak test and nitrogen purge record.
 - Triple evacuation with micron gauge verification.
 - Final refrigerant charge method (weigh-in and subcooling/superheat confirmation).
 - Electrical verification (supply voltage, phase balance, ground integrity).
 - Communication/addressing verification for indoor and outdoor units.
 - Controller programming and system functional testing.
- As-Built Documentation (required uploads):
 - Final refrigerant piping diagram with all branch devices identified.
 - Final electrical schematic including breaker/fuse ratings and conductor sizing.

3. Preventive Maintenance Requirements

- A preventive maintenance contract with a license HVAC service provider is required to maintain extended warranty coverage.
- Or -
- Maintenance logs must be available for audit and must show:
 - TD-03 -Operating data at time of maintenance completion/Per Service
 - Filter cleaning/replacement.
 - Indoor and outdoor coil cleaning.
 - Refrigerant leak inspection and performance verification.
 - Firmware and software updates applied to the most current Haier release.
- **Failure to perform or document preventive maintenance will result in denial of warranty claims.**

4. Documentation Submission

- All required startup and commissioning documentation must be uploaded to Haier's Warranty Portal within 60 days of system startup.
- Incomplete or missing documentation will result in ineligibility.
- Haier reserves the right to audit all submitted design files, logs, and maintenance records at any point during the warranty term.

5. Exclusions Specific to Service Requirements

- Systems not designed using Haier VRF Selection Software.
- Systems without complete and compliant TD-03 service tool data logs.
- Systems commissioned without full startup documentation.
- Systems lacking verifiable preventive maintenance logs.

Summary

This policy ensures that Haier VRF Extended Warranty coverage aligns with industry best practices while safeguarding Haier's interests. By requiring verified design documentation, digital commissioning logs, and ongoing maintenance compliance, Haier ensures a high standard of system reliability and long-term customer satisfaction.

Staple your receipt here.
Proof of the original purchase date is needed to obtain service under the warranty.