

Arctic Hydronic Package

LIMITED WARRANTY

Thank you for purchasing your hydronic package from Arctic Heat Pumps. We appreciate your business! We hope your experience with our products meets or exceeds all expectations. Please contact us if you have any issues with, or questions about, your new equipment.

Your Arctic equipment package is eligible for a **5-year limited warranty** from Arctic Heat Pumps. This warranty extends to every component supplied in your package, and it protects your equipment against manufacturing or shipping related defects. All products in your Arctic package will come with a respective manufacturer warranty, but our Arctic package limited warranty will supersede any manufacturers' warranty for 5 years. This warranty will come into effect on the date your system was first operated. This warranty is only available to the original equipment owner, and only if all products are installed at the original installation site.

This warranty does not cover any component malfunctions deemed to be caused by the incorporation of system design parameters that were not instructed in your equipment manual. This warranty does not cover equipment malfunctions deemed to be caused by the incorporation of third-party components that were not supplied by Arctic. This warranty does not cover component malfunctions deemed to be the result of improper installation practise. Unless your equipment was sized to a professionally conducted Manual J report, Arctic does not cover system issues resulting from equipment under sizing or over sizing. This warranty does not cover issues resulting from non-adherence to local code. This warranty will be void if product is subject to misuse, improper maintenance, or alteration. This warranty will be void if your equipment is exposed to a corrosive environment.

Our package limited warranty plan covers replacement part costs and delivery costs for any component in your package that has been deemed defective. It also covers labor costs required to replace a component at a maximum of **\$150** per warranty claim.

Excluded from this warranty is liability for any personal or property damage that resulted from using our products.

Liability is limited and will not exceed cost of pre-approved replacement parts.

Validate Your Product Warranty

To validate your Arctic 5-year package warranty, you must complete a warranty application form located at the top of Arctic's website after your system install has been commissioned. A package warranty claim cannot be initiated unless this warranty form has been completed.

You can access Arctic's Warranty Portal by scanning the QR code below:



For your package warranty to be validated, your application form must be filled within 1 year of your package's ship date. Should you require more than 1 year to install and commission your equipment, email your sales representative to inform them. If you fail to inform Arctic of the delayed install, and 1 year passes without a

completed warranty application form, your 5-year package warranty offer will be void and all equipment will be subject to third-party manufacturers' warranty.

Arctic does not accept warranty claims made before, or on the same day, as your warranty application form submittal date. If a situation should arise in which a warranty claim is made before or on the same date as your application form is submitted, Arctic will not provide package coverage for the issue.

Initiate a Warranty Claim

If you experience system issues, but have not submitted a warranty application, you can still contact Arctic's technical team to assist you with your issue, but your warranty eligibility will be subject to third party manufacturers' warranty procedure, and not Arctic's package warranty protection.

If you believe your Arctic system has an issue, contact sales@arcticheatpumps.com or call 1-800-317-9054 and get in touch with our technical department. An Arctic technician will work with you or your installer to diagnose your system issue. If a component in your package is deemed faulty and eligible for warranty, instructions will be provided to you that detail the process that will be required to remedy your system issue. These instructions will be dependant on your issue.

In the case that a component, or a component's part, in your system must be replaced, Arctic will ship that component direct and free of charge to a shipping address of your choice as soon as possible. In the shipment of your replacement part there will be a pre-paid return shipping label. That return label is meant for your faulty part. Unless Arctic has instructed not to return faulty part, it is expected that you will package faulty part, and drop it off at nearest post office as per our technician's instructions.