



# LIMITED WARRANTY STATEMENT

**Effective on Gree Ductless Heat Pump Split Systems listed in this document**

*MULTI\*\*HP230V1CO, & DO Revisions*

*SAP\*\*HP230V1\*\*  
LIVS\*\*HP\*\*\*V1B\*  
CROWN\*\*HP230V1B\*  
VIR\*\*HP\*\*\*V1B\**

**FOR WARRANTY SERVICE OR REPAIR:**

Contact your installing contractor. You may find the installer’s name on the equipment or in your Owner’s packet or on your invoice.

Email completed form\* to: [service@twclimate.com](mailto:service@twclimate.com)  
or

Send copy of completed form\* to:  
Gree Warranty Registration  
14610 Breakers Dr.  
Jacksonville, FL 32258

**ONLINE REGISTRATION IS AVAILABLE AT:**  
**[www.greecomfort.com/resources/product-warranty/](http://www.greecomfort.com/resources/product-warranty/)**  
Or Complete product registration below:

\* Keep copy of completed form for your files.

<b>PRODUCT REGISTRATION:</b>	
Indoor Model No: _____	Serial No: _____
Outdoor Model No: _____	Serial No: _____
Owner Name: _____	Date of Installation: _____
Address of Installation: _____	
Installing Contractor: _____	
Address: _____	
Phone No. / E-mail: _____	

GREE distributor (hereinafter “Company”) warrants this product against failure due to defect in materials or workmanship under normal use and maintenance as follows. All warranty periods begin on the date of original installation. If the date cannot be verified, the warranty period begins one hundred twenty (120) days from date of manufacture. If a part fails due to defect during the applicable warranty period, Company will provide a new or remanufactured part, at Company’s option, to replace the failed defective part at no charge for the part. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed below.

- A warranty period of Five (5) years on all parts to the original registered end user when installed in a residential application.
- A warranty period of One (1) year on all parts to the original registered end user, when installed in commercial applications.
- A warranty period of 90 days on remote controls from purchase date.
- Limited warranty applies only to systems that are properly installed by a state certified or licensed HVAC contractor, under applicable local and state law in accordance with all applicable building codes and permits; GREE installation and operation instructions and good trade practices.
- Warranty applies only to products remaining in their original installation location.
- Defective parts must be returned to the distributor through a registered servicing dealer for credit.

## LIMITED WARRANTY STATEMENT

**LIMITATIONS OF WARRANTIES:** ALL IMPLIED WARRANTIES AND/OR CONDITIONS (INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE) ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THE ABOVE MAY NOT APPLY TO YOU. THE EXPRESS WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHATSOEVER.

**FOR RESIDENTIAL APPLICATIONS:** When all qualifications for warranty have been met, for the models listed in this document, a replacement unit will be provided. The replacement unit will be relative to the confirmed failed component (indoor coil, outdoor coil, compressor, reversing valve or EEV is confirmed faulty by a technical support representative from the originating distributor, within the first five (5) years of installation), not a complete system. The replacement unit will satisfy the original unit warranty period.

### THIS WARRANTY DOES NOT COVER:

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.
2. Product cleaning required prior to warranty service and repair.
3. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual, including filter cleaning and/or replacement and lubrication.
4. Failure due to faulty installation or repairs, damage, misapplication, abuse, improper servicing, lack of or in-sufficient maintenance, unauthorized alteration or improper operation.
5. Failure to start due to voltage conditions, blown fuses, open circuit breakers, or damages due to the inadequacy or interruption of electrical service.
6. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust or residue etc.) or other conditions beyond the control of the Company.
7. Failure or damage of coils, piping or other parts due to corrosion, when installed within one (1) mile of sea coast or corrosive body.
8. Parts not supplied or designated by Company, or damages resulting from their use.
9. Products installed outside the 48 contiguous United States, except the District of Columbia and Hawaii.
10. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
11. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
12. Shipping damage or damage as a result of transporting the unit.
13. Accessories such as condensate pumps, line sets and so forth are not covered.
14. Any special, indirect or consequential property or commercial damage of any nature whatsoever. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.
15. Consumable components, such as air filters, are not covered under parts warranty.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.