

## Limited Warranty Policy for Hisense Residential Split Ducted Central Systems, Ductless (Single Zone, Multi Zone), and Packaged Systems

Subject to the terms and conditions of this Limited Warranty Statement (the "Limited Warranty"), Hisense warrants to the original purchaser of this system (as used herein, "System" shall mean Hisense Residential Split Ducted Central, Ductless Single and Multi-Zone, and Packaged outdoor and indoor components connected via refrigerant piping and electrical wiring) purchased and installed on or after January 1, 2023, from a licensed HVAC contractor within North America, that:

- I. Equipment parts are warranted to the original owner for a period of 2 years from the date of installation by a licensed contractor.** For a period of 2-years following the date of installation, Hisense will replace any part that proves to be defective due to improper workmanship or material without charging for the part. Replacement parts are warranted for the remainder of the original 2-year warranty. Replacement parts may be new or remanufactured, and they may be of the same kind and quality. Defective parts exchanged under warranty must be made available to Hisense for quality control.
  - II. The compressor(s) is warranted to the original owner for a period of 2 years from the date of installation by a licensed contractor.** If the compressor(s) should prove defective due to improper workmanship and/or material for a period of 2-years from the date of installation, Hisense will exchange any defective compressor without charge. Replacement compressors are warranted for the remainder of the original 2-year warranty period. Compressors used for replacement may be of like kind and quality and may be new or remanufactured. Defective compressors exchanged under warranty must be made available to Hisense for quality control.
  - III. Despite the preceding, if the System is installed in a single-family residential home, multi-family residence, or light commercial property and registered within 90 days from installation, the parts and compressor will be warranted for a total period of up to 10-Years\* from the date of installation (See Registered Limited Warranty Period for Series Specific Details), to the original owner, so long as the original owner maintains ownership of the property. For commercial properties, the warranty on all parts lasts for a period of up to 5-Years after the installation date. The warranty ends if the unit is moved from its original location. Replacement parts are covered only for the remainder of the original part's warranty period. Residents of California, Florida, Georgia, Texas, and Quebec, please refer to Section VI below.**

To successfully register, you must complete the registration process through the Hisense Comfort Hi-Tech Mobile Application or [www.hisensecomfort.com](http://www.hisensecomfort.com) Website within 90 days of the installation date. All required fields within the application must be fully and accurately completed for the registration to be considered valid.

For up to 10 years\* from the date of installation, Hisense will replace, free of charge, any part(s) or compressor found to be defective due to poor workmanship or materials.
- To process a warranty claim, defective parts or compressors must be made available to Hisense for quality control. Please retain documentation of your installation date, as it may be required for warranty service. Replacement parts or compressors may be new or remanufactured and will be of like kind and quality. All replaced components are covered for the remainder of the original warranty period.
- \*Registered Parts / Compressor Limited Warranty Period:**
- Up to 10-Years Limited Parts and Compressor Warranty:** *Hi-PRO, Hi-ULTRA, Hi-EDGE, Hi-PAK, Hi-MULTI, and Hi-UNI Series* ducted, ductless, and packaged Systems.
- Up to 8-Years Limited Parts and Compressor Warranty:** Any *SmartSense Series R32 Systems*.
- Up to 5-Years Limited Parts and Compressor Warranty:** Any *Hi-ULTRA HD R-410A Heat Pumps manufactured after January 1, 2025, or labeled "For Servicing Existing Equipment Only" or SmartSense Series R410a Systems*.
- \*\* Registered Unit Replacement Limited Warranty:**
- When registered within 90 days of installation, Hisense provides an additional Unit Replacement Limited Warranty of up to 2-years\*\* for the outdoor heat pump. If either the compressor or the outdoor heat exchanger fails due to a manufacturing defect or deficiencies in the materials used in its construction within the first two years from the date of installation by a licensed contractor, Hisense will replace the entire outdoor heat pump at no additional equipment charge to the original owner. Replacement units will be of like kind and quality and may be new or remanufactured. The failed outdoor heat pump must be made available to Hisense for quality control purposes. See section XIII for additional restrictions.
- \*\*Registered Unit Replacement Limited Warranty Period:**
- 2-Years Unit Replacement Limited Warranty:** *Hi-PRO, Hi-ULTRA, Hi-MULTI, and Hi-UNI Series* ducted, ductless, and packaged Systems.
- 1-Year Unit Replacement Limited Warranty:** *Hi-EDGE Series* ducted and ductless, and *Hi-PAK* packaged Systems. *Hi-PAK* Systems installed in a rooftop application do not qualify for Unit Replacement Limited Warranty.
- IV. No paid labor.** This Limited Warranty does NOT include labor, or any other costs incurred for service, maintenance, repair, removing, replacing, installing, complying with local building and electric codes, shipping, handling or replacement of the System, compressors, or any other parts. The owner is solely responsible for all labor and other.

**V. Items not covered in the limited warranty policy:** malfunction or failure of the System, property damages, or personal injury caused by or resulting from:

- Damage or repairs required because of faulty installation or improper application.
- Abuse, negligence, or misuse.
- Operation of the System in a corrosive environment with harmful chemicals present.
- Installation or service work by anyone other than a licensed contractor.
- Lack of regular annual heating and cooling maintenance such as cleaning the coils, filter cleaning or replacement, lubrication.
- Components, parts, or accessories that are not compatible with the system or designated by the manufacturer.
- Improper application of System components.
- Events beyond our control, such as damage from lightning, floods, fires, wind, natural disasters, accidents, corrosive atmosphere, acts of God, power surges, fluctuations in or interruptions of electrical power, rodents, insects, or other animal- or pest-related problems.

**VI. SOME REGIONS DO NOT ALLOW LIMITATIONS ON WARRANTIES OR EXCLUSIONS OR LIMITATION OF DAMAGES, SO THE MENTIONED LIMITATIONS OR EXCLUSIONS MAY NOT APPLY. For units installed in Florida, Georgia and Texas, the Registered Limited Warranty Period lasts up to 10 years after the date of installation for all parts. California, Florida, Georgia, and Quebec residents do not need to register the product or identify a licensed contractor in advance to perform annual maintenance to get all the rights and remedies under this limited warranty. For California and Quebec residents, the Registered Limited Warranty Period is only available to the owner of this unit and his or her spouse.**

**VII. THIS LIMITED WARRANTY ALSO EXCLUDES:**

1. Service calls where no defect in the system is covered under this warranty.
2. System setups or installations.
3. Modifications or adjustments to the user controls.
4. Maintenance related items.
5. Refrigerant.

**VIII. The provision of any technical advice, information, and/or service by Hisense to the original owner, contractor, distributor, or in any other way assisting in connection with the System shall not enlarge, extend, be affected by, or give rise to any obligation or liability, and shall not be deemed to constitute a breach of this Limited Warranty.**

**IX. IN NO WAY SHALL HISENSE BE RESPONSIBLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, INFRINGEMENT OF THIRD- PARTY RIGHTS, LOSS OF GOODWILL, LOSS OF REVENUES OR PROFITS, WORK STOP-PAGE, SYSTEM FAILURE, IMPAIRMENT OF OTHER GOODS, COSTS OF REMOVAL. A SYSTEM'S ACTUAL PURCHASE PRICE FOR WHICH ANY CLAIM IS MADE SHALL BE THE MAXIMUM AMOUNT OF HISENSE'S LIABILITY.**

**X. The original owner has certain legal rights under this Limited Warranty, and those rights may also differ from state to state.**

**XI. The standard Limited Warranty is not transferable and is only valid within United States and Canada.**

**XII. The extended limited warranty may be transferred with a \$250 transfer fee, so long as it is transferred within 90 days of the property sale. The transferred limited extended warranty shall maintain the original registration expiration date.**

**XIII. Due to government regulations and requirements for A2L refrigerants, some systems and parts may be discontinued or unavailable for distribution. Replacement parts and unit replacements will be supported based on availability, and parts or equipment may be substituted.**

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**PLEASE READ THE OPERATIONS MANUAL AND THE TECHNICAL DOCUMENTATION FOR YOUR SYSTEM PRIOR TO REQUESTING SERVICE** to ensure that the user controls are set up correctly for the System's power supply and to confirm that the system is receiving an adequate power supply.

**How To Request Warranty Service:**

- I. Contact the licensed HVAC contractor who installed your system, or a different licensed HVAC contractor, or an authorized Hisense distributor within the applicable warranty period.
- II. When requesting warranty service, documentation of the installation date is required. A sales receipt for the System or any other document that identifies the installation date, such as a permit, is acceptable. In the case of unacceptable evidence of installation date, 120 days after the date of manufacture stamped on the product shall be when this limited warranty is considered to have started within the System.
- III. A licensed HVAC contractor or servicer must perform all repairs covered by this Limited Warranty.