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# Limited Warranty for Air Conditioner & Heat Pump Condensing Units with Puron® (R-410A) Refrigerant

## FOR WARRANTY SERVICE OR REPAIR, FOLLOW THESE STEPS IN ORDER:

**FIRST:** Contact the installer or a Carrier dealer. You may find the installer's name on the equipment or in your Owner's Packet. You can also find a Carrier dealer online at [www.carrier.com](http://www.carrier.com).

**SECOND:** For additional help finding a servicing dealer, contact: Carrier Corporation, Consumer Relations at 1-800-227-7437.

**PRODUCT REGISTRATION:** Register your product online at [www.carrier.com](http://www.carrier.com) or call 1-800-227-7437. **Retain this document for your records.**

Model Number \_\_\_\_\_ Serial Number \_\_\_\_\_

Date of Installation \_\_\_\_\_ Installed by \_\_\_\_\_

Name of Owner \_\_\_\_\_ Address of Installation \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Carrier Corporation (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 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. Alternatively, and at its option, the Company will provide a credit in the amount of the then factory selling price for a new equivalent part toward the retail purchase price of a new Company product. Except as otherwise stated herein, those are Company's exclusive obligations under this warranty for a product failure. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed below and on the reverse (if any) of this document.

### RESIDENTIAL APPLICATIONS

This warranty is to the original purchasing owner and subsequent owners only to the extent and as stated in the Warranty Conditions and below. The limited warranty period in years, depending on the part and the claimant, is as shown in the table below.

Unit Replacement limited warranty – Available to original purchaser in owner-occupied single family residential applications only, and is not available to subsequent homeowners. If the compressor fails due to defect during the applicable Unit Replacement limited warranty time period, a one-time replacement with a comparable Carrier unit will be provided. This unit replacement warranty is in addition to the standard parts warranty. Proof of purchase and installation date will be required. The unit replacement limited warranty replacements are subject to review and verification by a Carrier representative. The remaining balance of the original unit's standard warranty will be transferred to the replacement unit. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed below and on the reverse of this document.

Product	Item	Limited Warranty (Years)	
		Original Owner	Subsequent Owners*
Air Conditioner or Heat Pump Condensing Unit Models 25VNA4, 25VNA8 24VNA6, 24VNA9	Parts	10 <sup>†</sup> (or 5)	5
	Compressor	10 <sup>†</sup> (or 5)	5
	Unit Replacement <sup>‡</sup>	10 <sup>†</sup> (or 5)	N/A

\* In Texas and other jurisdictions where applicable, subsequent owner's warranty duration shall match that of original owner (10 or 5 years, based on registration), as described in applicable law.

† If properly registered within 90 days of original installation, otherwise 5 years (except in California and Quebec and other jurisdictions that prohibit warranty benefits conditioned on registration). See Warranty Conditions below.

‡ See warranty condition #9 below.

### OTHER APPLICATIONS

The warranty period is five (5) years on the compressor, and one (1) year on all other parts. The warranty is to the original owner only and is not available for subsequent owners.

**LEGAL REMEDIES** - The owner **must** notify the Company in writing, by certified or registered letter to Carrier Corporation, Warranty Claims, P.O. Box 4808, Syracuse, New York 13221, of any defect or complaint with the product, stating the defect or complaint and a specific request for repair, replacement, or other correction of the product under warranty, mailed at least thirty (30) days before pursuing any legal rights or remedies.





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# CARRIER CORPORATION

## WARRANTY CONDITIONS:

1. To obtain the longer warranty periods as shown in the table under original owner, the product must be properly registered at [www.carrier.com](http://www.carrier.com) within ninety (90) days of original installation. In jurisdictions where warranty benefits conditioned on registration are prohibited by law, registration is not required and the longer warranty period shown will apply.
2. Where a product is installed in a newly constructed home, the date of installation is the date the homeowner purchased the home from the builder.
3. If the date of original installation cannot be verified, then the warranty period begins ninety (90) days from the date of product manufacture (as indicated by the model and serial number). Proof of purchase may be required at time of service.
4. The limited parts warranty periods as shown in the table under Subsequent Owners do not require registration.
5. Product must be installed properly and by a licensed HVAC technician.
6. The warranty applies only to products remaining in their original installation location.
7. Installation, use, care, and maintenance must be normal and in accordance with instructions contained in the Installation Instructions, Owner's Manual and Company's service information.
8. Defective parts must be returned to the distributor through a registered servicing dealer for credit.
9. The Unit Replacement limited warranty applies only if the following conditions are met:
  - a. Claimant is the original purchaser of the product.
  - b. A Carrier outdoor unit must be installed in combination with a matching indoor coil, the combination must be certified and listed in the AHRI Unitary Directory of Certified Products (AHRI = Air- Conditioning, Heating, and Refrigeration Institute).
  - c. The supplied filter-drier must be installed per the installation instructions.

**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 OR PROVINCES 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.**

## 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; provided, however, that labor costs are included for, and only for, eligible equipment that is claimed under and qualifies for the Unit Replacement Limited Warranty.
2. Any product not installed pursuant to applicable regional efficiency standards issued by the Department of Energy.
1. Any product purchased over the Internet.
2. Any product not installed pursuant to applicable regional efficiency standards issued by the Department of Energy.
3. Any product purchased over the Internet.
4. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual, including filter cleaning and/or replacement and lubrication.
5. Failure, damage or repairs due to faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
6. Failure to start or damages due to voltage conditions, blown fuses, open circuit breakers, or the inadequacy, unavailability, or interruption of electrical, Internet service provider, or mobile device carrier service or your home network.
7. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust, etc) or other conditions beyond the control of Company.
8. Parts not supplied or designated by Company, or damages resulting from their use.
9. Products installed outside the U.S.A. or Canada.
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. **ANY SPECIAL, INDIRECT OR CONSEQUENTIAL PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER.** Some states or provinces do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

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

