

## WATER SOURCE HEAT PUMPS Warranty Policies:

Twelve (12) Month Warranty of entire Water Source Heat Pump (WSHP) – ELAN herein referred to as “ELAN”, warrants to the original owner that the entire packaged terminal system is free from defects in material and workmanship for a period of twelve (12) months from the date of delivery. Any part of portion thereof which becomes defective under normal use during the period of this warranty will be repaired or replaced provided ELAN’s examination shall prove to its satisfaction that the part was or became defective under normal use. ELAN’s obligations under this warranty are limited to: (a) Repairing the defective part or (b) furnishing a replacement part provided the defective part is returned to the factory, without shipping damage, transporting charges prepaid. No reimbursement will be made for expenses incurred in making field adjustments or replacements unless specifically authorized in writing by the Company.

The Company is not obligated under this warranty for field labor such as service for inspection, removing, packing and/or reinstalling water source unit, nor for the return transportation charges.

### OPTIONAL Extended Refrigeration Circuit Warranty

The Optional Extended Refrigeration Circuit Warranty MUST be purchased from ELAN within thirty (30) days from date of delivery to be valid. The hermetically sealed refrigeration circuit (consisting of the motor, compressor assembly, evaporator coil, coaxial / condenser coil and interconnecting tubing) is warranted to the original owner for four additional years from date of the expiration of the Twelve Month Warranty. Components under this warranty will be supplied at ELAN’s expense provided the failed component is returned to the factory. This optional warranty does not include any other parts of the equipment such as fans, fan motors, controls, cabinet parts, electrical relays, capacitors, protective devices, or wiring. ELAN is not obligated under this warranty for field labor such as service for inspection, removing, packing, and/or reinstalling the refrigeration circuit, nor for return transportation charges. ELAN reserves the right to make a handling and inspection charge in the case of parts or equipment improperly returned as defective and/or as being in warranty.

To obtain assistance under the parts warranty or to purchase the optional extended warranty, simply contact ELAN Customer Service at No.15 laine 110 Guyuan Road Hongkou district Shanghai ,China Phone 0086-021-51029215

The Twelve Month and the OPTIONAL Extended Refrigeration Circuit Warranty (which must be purchased separately) constitute the buyer’s sole remedy. They are given in lieu of all other warranties. There is no implied warranty of merchantability or fitness for a particular purpose. In no event and under no circumstance shall ELAN be liable for incidental or consequential damages, whether the theory is breach of this or any warranty, negligence, or strict tort.

No person (including any agent, salesman, dealer or distributor) has authority to expand ELAN’s obligation beyond the terms of these express warranties, or to state that the performance of the product is other than that published by ELAN.

### General Conditions

The above warranties are void if ELAN’s equipment has been damaged, misused, subjected to abnormal use or service or its serial number has been altered, defaced, or removed, or payment for the equipment is in default. ELAN is not responsible for service to correct conditions due to misapplication, improper installation, inadequate wiring, incorrect voltage conditions or unauthorized opening of the refrigeration circuit, nor for consequential damages. In case ELAN’s equipment is installed in conjunction with cabinets, grills, louvers, controls or other parts manufactured by others, these warranties shall apply only to ELAN’s manufactured portion of the equipment. The conditions of the standard warranty plan are effective for 18 months from TCO. ELAN reserves the right to make a handling and inspection charge in the case of parts or equipment improperly returned as defective and/or as being warranty.

### Important

The following are the responsibility of the user. They are not manufacturing defects, and are therefore not included in the warranty plan.

- 1) Failure of unit to operate satisfactorily due to improper amount of air on evaporator coil or air supply to air cooled condensers.
- 2) Damage to unit or unsatisfactory operation due to improper cleaning of evaporator coil or use of unit in corrosive atmosphere locations such as chemical plants, refineries, or salt spray areas.
- 3) Damage to unit from unsatisfactory operation due to blown fuses, inadequate or interrupted electrical service,

use of improper electrical protective devices or operation of unit on power supply other than covered by nameplate rating of unit

4) Damage due to failure to properly maintain unit.

5) Damage due to transportation or handling prior to and during installation.

6) Damage due to accident or from alteration, improper installation, tampering.

7) Filter cleaning or replacement.

8) Misapplication

### Check, Test and Start

Check, Test and Start of the air conditioners by an experienced person is the responsibility of the installing contractor. This consists of physically confronting each conditioner operating in both heating and cooling modes and correcting any minor deficiencies noted. After the equipment leaves the factory, it may become damaged or maladjusted during transportation or on the job. Sometimes wires are disconnected accidentally, or fan motors move on their bases due to rough handling, causing fans to strike; a component(s) may be inoperable. The correction of such conditions is part of the Check, Test and Start. Note that unless otherwise specifically agreed to in writing, ELAN includes no field labor, Check, Test, and Start (or the like) in the price of its equipment.

### Installation

ELAN is not responsible for the design, execution and performance of the installation method or any of the accessory items used during installation such as seals, caulking, weatherproofing, supporting structures, attachment means, louvers and frames supplied by others.

January 1, 2016