

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

FIRST: Contact the installer or a Payne dealer. You may find their name on the product or in your Homeowner's Packet. If yours is a new residence, your builder or home retailer may have their name.

SECOND: Contact:
Payne Heating & Cooling
Consumer Relations
P.O. Box 4808
Syracuse, New York 13221
Telephone 1-888-417-2963

Model No. _____

Unit Serial No. _____

Date of Installation _____

Installed by _____

Name of Owner _____

Address of Installation _____

**OUTDOOR COOLING OR HEATING-COOLING PRODUCT
(UNITS SMALLER THAN 185,000-BTUH COOLING CAPACITY) LIMITED WARRANTY**

LIMITED WARRANTY: Payne Heating & Cooling (herein after referred to as "Company") warrants this product against failure due to defect in material and workmanship under normal use and maintenance as follows. This warranty is to the original homeowner only, and is not transferable. If the product is registered within 90 days after purchase (see warranty conditions below for registration instructions), then the warranty period will be ten (10) years from the date of purchase. If the product is not timely registered, then the warranty period is five (5) years from the date of purchase. If a part fails due to defect within the warranty period, Company will provide only a new or remanufactured part, at Company's sole option, to replace any defective part without charge for the part. This limited warranty is subject to the conditions, limitations and exclusion listed below.

LEGAL REMEDIES: The owner must notify the Company in writing, by certified or registered letter to Payne Heating & Cooling, 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.

WARRANTY CONDITIONS:

1. The product is properly registered with Company online at www.payne.com or by calling 1-888-417-2963 within ninety (90) days of purchase (does not apply where prohibited).
2. If the product is not properly registered, or is not installed in an owner-occupied, single family residence, the warranty period is five (5) years (does not apply where prohibited).
3. Warranties apply only to the original owner and spouse and the products are in their original installation location.
4. Installation, use, care, and maintenance must be normal and in accordance with instructions contained in the Owner's Manual and Company's service information.
5. Defective parts must be returned to the distributor through a registered servicing dealer for credit.
6. Where a product is installed in a new residence, the date of purchase is the date the homeowner purchased their residence.
7. If the date of original purchase 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).

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 HEREBY LIMITED IN DURATION TO THE PERIOD FOR WHICH THE LIMITED WARRANTY OR CONDITION IS GIVEN AND APPLIES. 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. Any product ordered over the Internet.
2. Any product not installed by a licensed or otherwise qualified HVAC technician.
3. Labor or costs for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts or replacement parts.
4. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual including filter cleaning and/or replacement and lubrication.
5. Damage or repairs required as a consequence of faulty installation, misapplication, abuse, improper servicing, unauthorized alteration, or improper operation.
6. Failure to start due to voltage conditions, blown fuses, open circuit breakers or damages due to the inadequacy or interruption of electrical service.
7. Damage as a result of floods, winds, fires, lightning, accidents, corrosive environments, 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 its territories and 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 SPECIAL, INDIRECT, OR CONSEQUENTIAL PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER.** Some states and 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.