

**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 furnace 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  
Phone: 1-888-417-2963

Model No. \_\_\_\_\_

Unit Serial No. \_\_\_\_\_

Date of Installation \_\_\_\_\_

Installed by \_\_\_\_\_

Name of Owner \_\_\_\_\_

Address of Installation \_\_\_\_\_

## Condensing Gas Furnace Limited Warranty

**LIMITED WARRANTY**--- Payne Heating & Cooling (herein after referred to as "Company") warrants this product against failure due to defects 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.

**20-YEAR LIMITED WARRANTY ON PRIMARY HEAT EXCHANGER ONLY** – If a product fails due to a defect in the primary heat exchanger within twenty (20) years from the date of original purchase of the product, Company will either provide to the original homeowner a new or remanufactured primary heat exchanger, without charge for the part itself, or, at Company's option, allow a credit in the amount of the then factory selling price for a new equivalent primary heat exchanger toward the retail purchase price of a new Payne furnace.

None of the above warranties include labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts or replacement parts, or new units.

**20-YEAR LIMITED WARRANTY ON SECONDARY HEAT EXCHANGER ONLY** – If product fails due to a defect in the secondary heat exchanger within twenty (20) years from the date of original purchase of product, Company will either provide a new or remanufactured secondary heat exchanger, without charge for the part itself, plus provide the labor to install the part. Alternatively, Company at its option, may allow a credit in the amount of the then factory selling price for a new equivalent secondary heat exchanger, plus the then-current value of four hours of labor (which shall be determined using the then-current street rate of the dealer as registered with Company or its distributor from whom the new product is purchased) toward the retail purchase price of a new Payne furnace or without charge if the retail price of a new furnace is less than the factory price of a new or equivalent secondary heat exchanger plus the then-current value of four hours of labor. This warranty does not include other costs incurred for diagnosing, removing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.

**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 the Company online at [www.payne.com](http://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.

CONTINUED

**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. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual, including filter cleaning and/or replacement and lubrication.
4. Damage or repairs required as a consequence of faulty installation, misapplication, abuse, improper servicing, 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. Damage as a result of floods, winds, fires, lightning, accidents, corrosive environments or other conditions beyond the control of Company.
7. Parts not supplied or designated by Company, or damages resulting from their use.
8. Products installed outside the U.S.A. or its territories and Canada.
9. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
10. **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.