

Limited Warranty for Condensing Gas Furnace

FOR WARRANTY SERVICE OR REPAIR FOLLOW THESE STEPS IN ORDER:

FIRST: Contact the installer or a Payne dealer. You may find their name on the product or in your Owner's Packet.

SECOND: For help finding a servicing dealer, contact: Payne Heating & Cooling, Consumer Relations, P.O. Box 4808, Syracuse, New York 13221
Phone: 1-888-417-2963

PRODUCT REGISTRATION: Register your product online at www.payne.com or call 1-888-417-2963.

Model No. _____

Unit Serial No. _____

Date of Installation _____

Installed by _____

Name of Owner _____

Address of Installation _____

Payne Heating & Cooling (hereinafter "Company") warrants this product against failure due to defect in material or workmanship under normal use and maintenance as follows. This warranty is to the original homeowner only, and is not transferable. Except as otherwise stated, **if the product is properly registered within 90 days after installation (see warranty conditions below for registration instructions), then the warranty period will be ten (10) years from the date of installation.** If the product is not timely registered, or not installed in an owner-occupied single family residence, then the warranty period is five (5) years from the date of installation. 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 the failed defective part without charge for the part. This limited warranty is subject to the provisions, conditions, limitations and exclusions listed below and on the reverse (if any) of this document.

PARTS LIMITED WARRANTY PERIOD ON HEAT EXCHANGER ONLY – If the primary or secondary heat exchanger fails due to defect in materials or workmanship within twenty years from the date of original installation of furnace, Company will either provide a new or remanufactured 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 heat exchanger toward the retail purchase price of a new Payne furnace or provide a new furnace without charge if the retail price of a new furnace is less than the factory price of a new or equivalent heat exchanger.

LABOR LIMITED WARRANTY ON SECONDARY HEAT EXCHANGER ONLY – If the secondary heat exchanger fails due to a defect in material or workmanship within twenty (20) years from the date of original installation 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 (the labor exclusion below notwithstanding). Warranty work must be performed by an authorized Payne dealer. Failure to use an authorized Payne dealer may result in additional labor charges not covered by this warranty. Alternatively, Company may at its option, 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 provide a new furnace 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 must be properly registered online with the Company at www.payne.com or by calling 1-888-417-2963 within ninety (90) days of installation to obtain a ten-year warranty. 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 (In jurisdictions where warranty terms conditioned on registration are prohibited by law, registration is not required and the warranty period will be 10 years).
2. Product must be installed properly and by a licensed or otherwise qualified HVAC technician.
3. The warranty applies only to the original owner and spouse and to products remaining in their original installation location.
4. 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.
5. Defective parts must be returned to the distributor through a registered servicing dealer for credit.
6. 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.
7. 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).

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.
2. Any product purchased over the Internet.
3. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual, including filter cleaning and/or replacement and lubrication.
4. Failure, damage or repairs due to 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. Failure or damage due to 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 cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
11. **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.