

# LENNOX QUALITY CARE PROGRAM EQUIPMENT LIMITED WARRANTY

APPLIES IN U.S.A. AND CANADA ONLY  
**FAILURE TO MAINTAIN YOUR EQUIPMENT WILL VOID THIS WARRANTY.**

## COVERED EQUIPMENT

The following Lennox Healthy Climate™ equipment is covered by this Limited Warranty:

PureAir™ Air Purification System, Electronic Air Cleaner (HC-EAC), Media Air Cleaners, HEPA Filtration Systems, Germicidal Lights (UV), Humidifiers (WB2 and WP2), Heat Recovery Ventilator (HRV), Energy Recovery Ventilator (ERV) and Lennox Ventilation Control System (LVCS).

## TWO (2) YEAR COVERAGE -- LVCS UNITS ONLY -- RESIDENTIAL APPLICATIONS

The covered equipment and covered components are warranted by Lennox for a period of two (2) years from the *date of the original unit installation*, when installed in a residential application (single-family dwelling which includes homes, duplexes, apartments and condominiums). If, during this period, a covered component fails because of a manufacturing defect, Lennox will provide a free replacement part to the owner through a Lennox dealer or other licensed service contractor. In the event that a proprietary part is no longer available for any reason, Lennox will allow a credit toward the purchase of an equivalent Lennox component (at the current suggested component selling price). You must pay shipping charges and all other costs of warranty service. Lennox will not pay labor involved in diagnostic calls or in removing, repairing, servicing or replacing parts. Such costs may be covered by a separate warranty provided by the installer.

## FIVE (5) YEAR COVERAGE -- PureAir™, HC-EAC, Media Air Cleaners, HEPA Filtration Systems, Germicidal Lights, WB2 and WP2 Units -- RESIDENTIAL APPLICATIONS

The covered equipment and covered components are warranted by Lennox for a period of five (5) years from the *date of the original unit installation*, when installed in a residential application (single-family dwelling which includes homes, duplexes, apartments and condominiums). If, during this period, a covered component fails because of a manufacturing defect, Lennox will provide a free replacement part to the owner through a Lennox dealer or other licensed service contractor. In the event that a proprietary part is no longer available for any reason, Lennox will allow a credit toward the purchase of an equivalent Lennox component (at the current suggested component selling price). You must pay shipping charges and all other costs of warranty service. Lennox will not pay labor involved in diagnostic calls or in removing, repairing, servicing or replacing parts. Such costs may be covered by a separate warranty provided by the installer.

## SEVEN (7) YEAR COVERAGE -- HRV & ERV UNITS ONLY -- RESIDENTIAL APPLICATIONS

Heat Recovery Ventilator (HRV) and Energy Recovery Ventilator (ERV) units are warranted by Lennox for a period of seven (7) years from the *date of the original*

*unit installation*, when installed in a residential application (single-family dwelling which includes homes, duplexes, apartments and condominiums). This excludes the blower motor component, which is warranted for a period of five (5) years from the *date of the original unit installation*, when installed in a residential application. If during this period, a covered component fails because of a manufacturing defect, Lennox will provide a free replacement part to the owner through a Lennox dealer or other licensed service contractor. In the event that a proprietary part is no longer available for any reason, Lennox will allow a credit toward the purchase of an equivalent Lennox component (at the current suggested component selling price). You must pay shipping charges and all other costs of warranty service. Lennox will not pay labor involved in diagnostic calls or in removing, repairing, servicing or replacing parts. Such costs may be covered by a separate warranty provided by the installer.

## ONE (1) YEAR COVERAGE -- ALL UNITS -- NON-RESIDENTIAL APPLICATIONS

Covered equipment and covered components are warranted by Lennox for a period of one (1) year from the *date of the original unit installation* when installed in non-residential applications. If, during this period, a covered component fails because of a manufacturing defect, Lennox will provide a free replacement part to the owner through a Lennox dealer or other licensed service contractor. In the event that a proprietary part is no longer available for any reason, Lennox will allow a credit toward the purchase of an equivalent Lennox component (at the current suggested component selling price). You must pay shipping charges and all other costs of warranty service. Lennox will not pay labor involved in diagnostic calls or in removing, repairing, servicing or replacing parts. Such costs may be covered by a separate warranty provided by the installer.

## EXTENDED COVERAGE

Your Lennox limited warranty provides extended coverage on the components outlined below. The extended warranty coverage begins with the *date of the original unit installation* and represents the total warranty period for the specific component.

### Heat Recovery Core:

HRV1-150 and HRV1-200 units installed in residential applications only -- Twenty (20) years.

The twenty (20) year heat recovery core warranty applies to the original equipment purchaser, subject to proof of purchase, and is not transferable. Extended warranty coverage on heat recovery core is seven (7) years for subsequent owners in residential applications.

If a replacement heat recovery core is no longer available for a unit covered by this warranty, Lennox will allow a credit toward the purchase of an equivalent Lennox unit (at the current suggested unit selling price).

**NOTE** - If the date of original installation cannot be verified, the warranty period will be deemed to begin six (6) months after the date of manufacture.

## EXCLUDED COMPONENTS

Service and/or standard maintenance components are not covered by any warranty. Such items include: lamps (such as UVA and UVC lamps), metal inserts, pleated and non-pleated filters, evaporative media and all other replacement items identified in the Healthy Climate unit's Installation Instructions. These items must be replaced per the maintenance instructions to ensure effective operation of your Healthy Climate unit.

## REPAIRS

All repairs of covered components must be made with authorized service parts by a qualified service dealer or contractor. Labor charges are not covered by this warranty. Such costs may be covered by a separate warranty provided by the installer.

## CARE OF EQUIPMENT

Your new Lennox Healthy Climate unit must be properly installed, operated and maintained in accordance with the unit installation, operation and maintenance instructions provided with each Lennox Healthy Climate unit. Failure to provide maintenance per Lennox instructions will void this warranty. You may be asked to provide written documentation of periodic preventive maintenance.

## WARRANTY PROCEDURE

When warranty parts are required:

- 1 - Be prepared to furnish the following information:
  - a - Complete model and serial number.
  - b - Proof of required periodic maintenance, installation date and location.
  - c - An accurate description of the problem.
- 2 - Call your local Lennox dealer or contractor.
- 3 - If the installing dealer is unable to provide warranty parts, check the yellow pages for another Lennox dealer in your area. Refer to the Lennox Industries Inc. website at [www.lennox.com](http://www.lennox.com) to locate a dealer in your area, or contact:  
Lennox Industries, Inc.  
P.O. Box 799900  
Dallas, TX 75379-9900  
1-800-9LENNOX (1-800-953-6669)

Defective parts are to be returned to Lennox by the servicing contractor no later than thirty (30) days after the failure as part of the warranty claim process.

## WARRANTY LIMITATIONS

- 1 - This warranty is void if the covered equipment is removed from the original installation site.
- 2 - This warranty does not cover damage or defect resulting from:
  - a - Flood, wind, fire, lightning, mold, or installation and operation in a corrosive atmosphere, or otherwise in contact with corrosive materials (chlorine, fluorine, salt, recycled waste water, urine, fertilizers, or other damaging substances or chemicals).

- b - Accident, or neglect or unreasonable use or operation of the equipment, including operation of electrical equipment at voltages other than the range specified on the unit nameplate (includes damages caused by brownouts).
- c - Modification, change or alteration of the equipment, except as directed in writing by Lennox.
- d - Operation with system components (indoor unit, outdoor unit and refrigerant control devices) which do not match or meet the specifications recommended by Lennox.

The installation of replacement parts under the terms of this warranty does not extend the original warranty period.

**Lennox makes no express warranties other than the warranty specified above. All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are excluded to the extent legally permissible. Should such exclusion or limitation of the warranty be unenforceable, such implied warranties are in any event limited to a period of one (1) year. Liability for incidental and consequential damages is excluded. Some states do not allow limitations on the duration of an implied warranty or the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions may not apply to you.**

**Lennox will not pay electricity or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever, including additional or unusual use of supplemental electric heat. This warranty does not cover lodging expenses or labor charges.**

**Lennox shall not be liable for any default or delay in performance under this warranty caused by any contingency beyond its control.**

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

## NOTE TO CUSTOMER

**Please complete information below and retain this warranty for your records and future reference.**

Unit Model Number: \_\_\_\_\_ Date: \_\_\_\_\_

Serial Number: \_\_\_\_\_ Phone: \_\_\_\_\_

Installing Contractor: \_\_\_\_\_



P.O. Box 799900, Dallas, TX 75379-9900

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