



GENUINE CARE WARRANTY **COVERAGE** GENUINE COMFORT

5-STAR SERVICE MEETS 5-STAR COVERAGE

OUR INDUSTRY LEADING, RESPONSIVE, & HIGH QUALITY
GENUINE CARE WARRANTY HAS GOT YOU COVERED.

▶ CONTACT WARRANTY@GENUINECOMFORT.COM ◀

1-866-233-4022 | GENUINECOMFORT.COM

PTAC UNIT WARRANTY

1 YEAR REPLACEMENT

*IF PARTS OR SUITABLE LABOUR IS UNAVAILABLE

6 YEARS ON ALL PARTS

GENUINE COMFORT
DELIVERING COMFORT CONSISTENTLY



SAVE THIS CERTIFICATE*

BEFORE CALLING FOR SERVICE – Carefully read your instruction booklet. In the event your PTAC unit requires servicing, contact your authorized Genuine Comfort dealer or contractor. If you're unsure who your authorized dealer or contractor is, contact the company you purchased your PTAC unit from or contact Genuine Comfort directly at warranty@genuinecomfort.com or 1-866-233-4022. When requesting service, have the model number, serial number, date of purchase and a description of the problem available. Support will be provided during normal working hours. Service performed prior to contacting Genuine Comfort won't be eligible for coverage.

ESTABLISHING PROOF OF PURCHASE DATE – For warranty purposes, it's the customer's responsibility to provide proof of purchase. If proof of purchase can't be provided, the purchase date on file connected to the provided model and serial number will be used. Retain your bill of sale or invoice as proof of purchase.

LIMIT OF LIABILITY – The aggregate of all the coverage and benefits paid or payable under the PTAC unit warranty shall not exceed the original price paid for the product. If the aggregate limit is met, or the product is replaced in its entirety, the maximum liability will be reached.

1 YEAR FULL UNIT REPLACEMENT – One-year comprehensive parts and labour warranty. If parts or suitable labour is unavailable, the PTAC unit will be replaced with an equal or greater value PTAC unit. The shipping of PTAC units is covered to any location throughout Canada.

6 YEAR PARTS REPLACEMENT – Through year two to six, we offer warranty on parts. Shipping of parts is covered to any location throughout Canada.

Items NOT Covered Under Genuine Care Warranty Coverage:

1. Service calls or labour hours that are to instruct the user on how to use the PTAC unit.
2. Replace or reset breakers, and any other electrical work outside of PTAC unit, including thermostat wire.
3. Replacement, installation, or setup of a wall thermostat connected to the PTAC unit.
4. Clean or replace air filters.
5. All expenses where the PTAC unit is subjected to improper installation, inadequate maintenance, abuse or misuse, or neglect.
6. To correct improper installations.
7. Any failures due to, but not limited to, accident, fire, flood, impact, lightning, power failures and/or surges, rust, corrosions, water supply failures, and incorrect power source.
8. The removal and reinstallation of the PTAC unit if it is installed in an overhead or other inaccessible location.
9. All labour and service call charges incurred after the first year of warranty has expired, including on-site diagnosis.
10. PTAC units that have been moved from the original site of installation.
11. Unauthorized modifications to the PTAC units; structural, mechanical, or electrical.
12. The removal or modification of the LCDI power cord.
13. Installations, diagnostics, repairs made by unauthorized Genuine Comfort contractors.
14. Utility bills incurred from the PTAC unit.
15. PTAC units where the serial number identification has been tampered with or removed.
16. Damage resulting from failure to perform routine maintenance as specified in the Operation Manual.