

# LIMITED WARRANTY

## FOR PROAIR BRAND CENTRAL SPLIT SYSTEM AIR CONDITIONER AND HEAT PUMP CONDENSING UNITS

**APPLICABLE MODELS:** P15\*,P25\*,P30\*,PAC\*,PAH\*

**WARRANTY SERVICE CONTACT:** Contact Your installer or another qualified contractor. If You need additional assistance contact **Ascend ZW Group** via [www.ascend-group.ca](http://www.ascend-group.ca).

**PRODUCT REGISTRATION & WARRANTY DOCUMENTATION:** Register your Product online within 60 days of installation at [www.ascend-group.ca/warranty](http://www.ascend-group.ca/warranty). Retain Your sales receipt and evidence of the installation date for Your files.

### 1. LIMITED WARRANTY TERMS

**Ascend ZW Group** ("We/Us/Our") warrants Your Product against failure due to defects in mechanical or electrical parts and materials. This Limited Warranty begins on the date of Your Product's original installation, as verified by a licensed installer's invoice. If the Installation date cannot be verified, this Limited Warranty will begin sixty (60) days after the date on which the Product was manufactured, as determined by the Product's serial number.

ITEM	RESIDENTIAL USE* (Original Owner)	SUBSEQUENT OWNER	COMMERCIAL USE / OTHER APPLICATIONS**
Compressor	10 years (if registered within 60 days) / 5 years (if not)	N/A	5 years
Other Covered Parts	10 years (if registered within 60 days) / 5 years (if not)	N/A	1 year

\*Residential Use means Your Product is installed in a single-family home. \*\*Commercial Use/Other Applications means any use other than Residential Use.

### 2. WARRANTY LIMITATIONS & CONDITIONS

- **Licensed Installation:** This Limited Warranty is only valid if the Product was installed by a licensed contractor or HVAC technician qualified under relevant Ontario law.

- **Geographic Limit:** This warranty applies only to Products installed within **Canada**.
- **Replacement Parts:** We will provide new parts (or remanufactured parts, at Our discretion) to a licensed HVAC installer for replacing covered defective parts.
- **Defective Parts Exchange:** You must make any defective parts available to Us in exchange for replacement parts, and such parts will become Our property.
- **Labor & Costs:** This Limited Warranty does **NOT** cover the cost of labor associated with diagnosing, repairing, removing, installing, shipping, or servicing.

### 3. WHAT IS NOT COVERED (EXCLUSIONS)

- Failure or damage due to improper installation, maintenance, service, or use inconsistent with Product instructions.
- Damage caused by floods, winds, fires, lightning, accidents, or other conditions beyond Our control.
- Failure due to voltage conditions, blown fuses, or open circuit breakers.
- Products subjected to an atmosphere with corrosives or high levels of particulates (e.g., soot, aerosols).
- Refrigerants (including replacement or refilling), refrigerant lines, or filters.
- Electricity or fuel costs for any reason whatsoever.
- Products moved from their original installation location.

### 4. WARRANTY DISCLAIMER & LIMITATION OF LIABILITY

ANY IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. WE WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM THE BREACH OF THIS WARRANTY, INCLUDING BUT NOT LIMITED TO LOST PROFITS.

### 5. DISPUTE RESOLUTION & ARBITRATION

**ARBITRATION REQUIREMENT:** EXCEPT AS STATED BELOW, ANY DISPUTE BETWEEN YOU AND US SHALL BE DECIDED BY NEUTRAL, BINDING ARBITRATION RATHER THAN IN COURT.

- **CLASS-ARBITRATION WAIVER:** ARBITRATION IS HANDLED ON AN INDIVIDUAL BASIS. YOU WAIVE ANY RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM.
- **Governing Law:** This Limited Warranty and any disputes shall be governed by the laws of the **Province of Ontario, Canada**.

- **Small Claims Court Option:** You may choose to litigate any dispute in Ontario Small Claims Court if the dispute meets all requirements to be heard there.
- **Quebec Residents:** The arbitration provisions of this Limited Warranty shall not apply to residents of Quebec.

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**Ascend ZW Group**

Website: [www.ascend-group.ca](http://www.ascend-group.ca)

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