



NORTH COOL CANADA WARRANTY STATEMENT

North Cool Inc. (Canada) warrants that should any defect in material and/or workmanship occur that may render the good forming the object of the contract unfit for the purpose for which the good is ordinary used, North Cool Inc. will remedy it under the conditions of the present warranty.

The North Cool Warranty offered is the following:

1. North Cool Inc. undertakes to address any manufacturing or workmanship defect related to any of its products intended for residential or commercial use by repairing the defect and/or by supplying the customer with certified repair parts at no cost provided that the customer complies with all the conditions relating to the validity of the guarantee, as stipulated in the clauses below.
1. To benefit from the present warranty, the customer must contact North Cool Canada within the period of time set below, which is determined by the original date of purchase.
 - a. Two (2) years for all parts from date of purchase.
 - b. Five (5) years for the compressor from date of purchase.

North Cool Inc. (Canada) will execute this warranty under the following conditions:

1. As a result of a manufacturing or labor defect, the client must contact a North Cool Inc. (Canada) certified center within the following time frames as determined by the date of purchase.
 - a. Two (2) years for all parts from date of purchase.
 - b. Five (5) and for the compressor from date of purchase.
2. To obtain the service guaranteed by this warranty, the customer must call or visit the nearest North Cool Canada service center within the warranty period with the following documentation:
 - a. The present warranty card
 - b. Proof of purchase showing the original date of purchase
 - c. North Cool Canada product registration number
3. All North Cool Canada products must be installed by certified North Cool Canada technicians for the warranty to remain valid.
 - a. Under penalty of this warranty, all North Cool Inc. (Canada) products must be installed and/or repaired by North Cool Inc. (Canada) authorized technicians with North Cool certified spare parts. The performance of this warranty by an unauthorized third party with uncertified equipment renders this warranty void.
4. Care and maintenance must abide by the instructions included in the Installations Instructions and Owner's Manual for the warranty to remain valid.
5. North Cool Canada reserves the right to determine whether any defective part can be repaired or necessitates replacement.
6. North Cool Inc. (Canada) reserves the right to determine whether a defect is caused by a manufacturing or labor fault.
7. As the original North Cool warranty expires after a 2-year usage, the client may extend their warranty by registering to North Cool's annual service plan, which includes the following.
 - c. One annual visit by one of our qualified service technicians to verify the integrity of your heat pump(s) as well as clean the unit(s) to eliminate the inevitable build-up of mold. Note that for every year you register to the service plan, we add one (1) full additional year to the warranty on North Cool product.
 - d. However, should you not choose to renew the annual service plan before the expiry date of the original warranty, any service you might register for at a later date will not extend your warranty.
8. This warranty applies only to units installed in Canada.
9. **THE PRESENT WARRANTY DOES NOT COVER ANY DAMAGE CAUSED BY THE FOLLOWING:**
Accident, alteration, misuse, unauthorized third-party repair, uncertified repair part use, fire, flood or any acts of nature or superior force.