



# LIMITED WARRANTY

This **Limited Warranty** is provided by **Ouellet Canada Inc.** ("Ouellet") to the original end-user ("Purchaser") of a Ouellet Ductless single zone or multizone Heat Pump ("Product"). This warranty is not assignable or transferable to any subsequent purchaser or user.

The Product must be installed by a certified Ouellet installer and registered within 30 days of installation to be covered by this warranty.\*

The value of this warranty is limited to the original installation value on presentation of the original purchase receipt. If no receipt can be provided, the value of a basic installation sale price will be set at \$3,500.00 as the maximum claim value for the full duration of the warranty.

\*Residents of Quebec are not required to register the Product in order to obtain all of the rights and remedies applicable to this Basic Limited Warranty

## **Basic Limited Warranty Coverage (Applies to parts only and does not cover labour)**

Ouellet warrants that the Product will be free of defects in materials or workmanship under normal use. For a period of 1 year or 5 years according to the Product series purchased, beginning on the date of installation, verified by an installer's invoice and proof of purchase, Ouellet will supply, at its option, either new or rebuilt replacement parts. Parts covered by this warranty are defined in the "Covered and Not Covered Repairs Guidelines". Ouellet will, at its option, repair or replace the Product.

## **10-year extended warranty (Applies to parts and labour)**

The Basic Limited Warranty covering parts may be extended to include labour for a period of ten (10) years according to the Product series purchased. (The "Ten-Year Extended Warranty"). The Ten-Year Extended warranty must be registered and paid within 30 days from the date of installation at:

<http://www.ouellet.com/en-ca/products/otp-warranties.aspx?cat=/Produits/Produits-RESIDENTIELS/Thermopompes>

(Together hereinafter the "Limited Warrantie")

## **Limited warranty exclusions and limitations**

- a) Any Product purchased from a non-certified retailer.
- b) Product not installed, serviced, maintained or operated in accordance with Owner's manual.
- c) Any Product not installed by a certified installer.
- d) Product not installed or serviced in accordance with local law, applicable building codes and permits.
- e) Installation, set-up, or adjustment of user controls.
- f) Products that have had a serial number or any part thereof altered, defaced, or removed.
- g) Failure of Product to perform during power failures and interruptions, or incorrect/inadequate electrical service.
- h) Damage and/or failure caused by misuse, neglect, improper adjustment of user controls, modification and/or alteration of the Product or any component thereof, improper sizing or design, or incorporation with other products.
- i) Non-compliant replacement of fuses or replacement or resetting of circuit breakers.
- j) Damage due to the use of unapproved refrigerant types or use of recycled refrigerant

## **Product Registration**

You can register your Product online at:

<http://www.ouellet.com/en-ca/products/otp-warranties.aspx?cat=/Produits/Produits-RESIDENTIELS/Thermopompes>

## **To Obtain Service**

Contact your certified Ouellet installer who installed the Product or reach for the closest installer at:

<http://www.ouellet.com/en-ca/contact-us/find-a-heat-pump-installer.aspx>

## **Applicable Law and competent jurisdiction**

The Laws of the Province of Quebec shall govern this Limited Warranty and all of its terms and conditions, without giving effect to any principles of conflict of laws. Any dispute arising from this Limited Warranty shall be decided by the Courts of the judicial district of Quebec, exclusively.

## **Contact**

Ouellet Canada Inc / Customer service

180 3<sup>e</sup> Avenue

l'Islet, Qc

GOR 2C0

Email : [warranty@ouellet.com](mailto:warranty@ouellet.com)

Web site : [www.ouellet.com](http://www.ouellet.com)