

GUIDELINES FOR REPAIRS COVERED AND NOT COVERED

by Ouellet Canada's Heat Pump Extended Warranty Programs

Parts	Time Allowed for Replacement (Hours)*
Outdoor Unit	
Electric Box Assembly	2
3 Sensors Kit	1.5
Fan Motor	1.5
Axial-Flow Fan	1
Compressor	4
Main board	1
Four-Way Valve Magnet Coil	1
Four-Way Valve Assembly	3.5
Cut-Off Valve	3
Reactor	1
Compressor Overload Protector	1
Electric Coil Expansion Valve	1
Expansion Valve Assembly	1
Refrigeration coil (Condenser)	4
Indoor Unit	
Fan Motor	1.5
Main Board	1
Display	1
Sensor	1
Refrigeration coil (Condenser)	3

Not Covered
Minor Repair / Locate Short
External Wiring
Sound Blanket
Transport
Exterior Shell
Cleaning
Drain Hose
Straighten Fins
Louvers

- Innovair Solutions reserves the right to require approval before any work covered by the warranty is performed.
- The retailer agrees to submit any claim within sixty (60) days of performing the work.
- Parts handling allowance is \$35.00 per replaced part. For related work, the \$35.00 handling allowance can only be claimed on the primary part.
- Reimbursement of liquid refrigerant is fixed at \$20.00 per pound.
- An allowance of 3 hours per claim is provided to diagnose the problem and put the system in vacuum if necessary.
- An hourly rate of \$85/hour is allocated for repairs of Ouellet heat pump systems under warranty.

* Vacuuming and refrigerant recovery time is included in the time allowed.