

## GUIDELINES FOR REPAIRS COVERED AND NOT COVERED

by Ouellet Canada and Convectair's Central Heat Pump Labour Warranty Programs

| Parts                          | Time Allowed for Replacement (Hours)* |
|--------------------------------|---------------------------------------|
| <b>Outdoor Unit</b>            |                                       |
| 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                                     |
| <b>Indoor Unit</b>             |                                       |
| Fan Motor                      | 1.5                                   |
| Main Board                     | 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                     |

- Ouellet Canada and Convectair 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 and Convectair heat pump systems under warranty.

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