



GREE KINGHOME LIMITED WARRANTY

Standard Warranty Period:

- **Standard One (1) Year Parts Warranty without charge for a qualified system.** The parts are warranted to the original owner for one (1) year from the date of installation by a licensed contractor and are non-transferable to subsequent owners or installation addresses. If it should prove defective due to improper workmanship and/or material for a period of one (1) year from the data of installation, GREE GMV/Kinghome HVAC Distributor will provide a replacement for any defective part without charge for the part. Replacement parts are warranted for the remainder of the original 1-year warranty period. Parts used for replacement may be of like kind and quality and may be remanufactured. Defective parts must be made available to the GREE GMV/Kinghome HVAC Distributor in exchange of the replacement part and become the property of Gree Manufacture.
- **Additional Six (6) Year Compressor Part Warranty — The Compressor is warranted for an additional Six (6) year period after the end of the applicable Standard Part Warranty Period, so called “The Compressor Warranty”.** If the compressor should prove defective due to improper workmanship and/or material for a period of seven (7) years from the date of installation, GREE GMV/Kinghome HVAC Distributor will replace the defective compressor without charge for the compressor. Defective compressors must be made available to the GREE GMV/Kinghome HVAC Distributor in exchange for the replacement compressor and become the property of Gree Manufacture. Replacement compressors are warranted for the remainder of this total seven (7) years warranty period from the date of installation by a licensed contractor which is in combination of “Standard Part Warranty and Compressor Warranty”.

This warranty period does not continue after the unit is moved from the original installation location.



Warranty Details

1. WARRANTY IS PROVIDED BY GREE KINGHOME MANUFACTURE.
2. Warranty coverage begins on “installation date” or eighteen (18) months from date of manufacture whichever is the shorter duration.
3. Manufacture date is noted on unit name-plate.
4. Others are responsible for all labor and refrigerant charges.
5. Product Registration Form must be completed and sent to Sales Source for registration within thirty (30) days of Start-Up.

Warranty Exclusions

THIS WARRANTY DOES NOT COVER:

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.
2. Damage or repairs required as a consequence of faulty installation or application. Unauthorized equipment modifications including but not limited to changes in mechanical design, electrical design, airflow design, or refrigerant flow, voids manufacturer’s warranty. Any repairs, modifications, or maintenance by non-authorized personnel will void the warranty.
3. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
4. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
5. Units that are ordered over the internet, by telephone, or by other electronic means.
6. Consequential or other damage(s) caused by rust, brownouts, blackouts, oxidation, corrosion, water, water condition, freezing.
7. This warranty does not apply to parts that fail as a direct result of environmental influences. Damages resulting from natural disasters, such as floods or earthquakes, are not covered.
8. Damage or the need for repairs arising from the use of components or accessories not compatible with this unit.
9. Normal maintenance as described in the installation and operating manual, such as cleaning of the coils, filter cleaning and/or replacement, and lubrication.
10. Parts or accessories not supplied or designated by the manufacturer.
11. Damage or failure of the unit to start due to interruption in electrical service or inadequate electrical service.

12. Any damage caused by frozen or broken water pipes in the event of equipment failure.
13. Changes in the appearance of the unit that do not affect its performance.
14. Replacement of fuses and replacement or resetting of circuit breakers.
15. Damage or the need for repairs resulting from the use of unapproved refrigerant types or used or recycled refrigerant.
16. Company indoor air quality products that can operate without the indoor furnace, coil or air handler such as stand-alone air cleaners, window air conditioning and humidifiers are excluded from this limited warranty.
17. This limited warranty does not cover failure due to accident, misuse abuse, faulty installation, or adjustments to appliance controls required to adapt the appliance operation to the structure size, geographic location, or fuel supply adjustment to the heat anticipator on the thermostat. Company does not guarantee the temperature difference between the inside and outside of the structure. This limited warranty does not cover normal maintenance, such as filter replacement, fuses, etc.
18. Failures to equipment or compressors due to incorrect refrigerants or unapproved additives used outside of manufacture's recommendations or failures due to the improper use of metering devices (i.e. Thermal expansion valves) are excluded from warranty coverage.
19. Temporary heating or cooling units.
20. Damage or the need for repairs resulting from any improper use, maintenance, operation, or servicing.
21. Units that are operated in an incomplete building envelope or to heat or cool the structure during construction.
22. Any failures due to third-party components not supplied by GREE GMV/Kinghome HVAC Distributor are excluded from the warranty.
23. Systems purchased or installed outside the continental United States, Alaska and Hawaii.



Warranty Conditions

1. This Company equipment and/or Company accessories must be installed by a licensed or otherwise qualified dealer or contractor, and must be installed in accordance with Company installation instructions and in compliance with local codes. Improper installation may endanger the occupants of the dwelling.
2. This equipment must be operated in accordance with company operating instructions provided with each unit. The product must not be misused.
3. The equipment's rating plate must not be removed or defaced.
4. If the date of original installation cannot be verified, then the warranty period begins eighteen (18) months from the date of manufacture.
5. The warranty applies only to products remaining in their original installation location.
6. All equipment requires at least one-time annual maintenance from the completion of installation performed by servicing dealer or an authorized service technician. Filter changes and/or cleaning filters can be performed by you. You or your servicing dealer may be required to submit proof of annual maintenance, including invoices for materials and/or labor charges associated with the annual maintenance. Lack of annual maintenance or failure to provide proof of proper annual maintenance may result in denial of claims under your warranty. You will be responsible for payments of denied claims due to lack of annual maintenance. Company is not responsible for normal maintenance or service or for problems caused by improper installation, application, or operation of the equipment. We recommend semi-annual preventive maintenance inspections on the entire unit and/or accessories by a licensed or otherwise qualified dealer, service technician, or contractor.
7. Normal maintenance is described in the user manual and service manual, such as cleaning of the coils, filter cleaning and/or replacement.
8. Correct consumer contact information is a warranty claim requirement including: consumer name, address, and phone number. THERE ARE NO OTHER EXPRESS WARRANTIES, EXCEPT AS SET FORTH ABOVE.

GREE Kinghome HVAC Distributor shall not be liable for any indirect, incidental, or consequential damages, including but not limited to, loss of profits, revenue, or data, arising out of or in connection with the use or performance of the product, even if GREE has been advised of the possibility of such damages. This limitation of liability shall apply to the fullest extent permitted by law and shall survive the expiration or termination of this warranty.



Any implied warranties of merchantability or fitness of any purpose relating to the parts of the unit shall terminate on the termination dates of the corresponding express warranties covering said parts. However, some states do not allow limitations on how long an implied warranty lasts and/or the excluding or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. **This limited warranty gives specific legal rights, and you may also have other rights which may vary from state to state.**



Instructions to the Owner for Service

1. To obtain warranty service, you are required to show the servicer a bill of sale for the equipment or other evidence of purchase to establish the original date of purchase and proof of ownership. If you suspect a defect in your equipment is in need of service, please contact the installer of the unit to obtain assistance. If unsuccessful, please contact a GREE GMV/Kinghome HVAC Distributor in your area.
2. Any claim regarding this warranty must be made within 30 days after the occurrence of a problem with the equipment.
3. A Licensed contractor shall bring the defective part to a GREE authorized GREE GMV/Kinghome Distributor to receive a replacement part.
4. For more information about the warranty, contact Y&N GREE Commercial USA by phone at (800) 909-8380.



Dispute Resolution

For any dispute with GREE Kinghome, you agree to first contact us by phone (800)909-8380 or e-mail (techsupport@gree-america.com) by providing your name, address, and contact information and describing the nature of the dispute. In the unlikely event that GREE has not been able to resolve a dispute with you within 60 days of your original informal claim (or sooner if, in GREE's opinion, a dispute is not likely to be resolved within 60 days), we each agree to resolve any claim, dispute, or controversy arising out of or in connection with or relating to this Limited Warranty, or the breach or alleged breach thereof (collectively, "Claims"), by binding arbitration before an arbitrator of American Arbitration Association ("AAA") under its Commercial Arbitration Rules in effect at the time the arbitration is started. AAA may be contacted at <https://www.adr.org/>. Payment of all filing, administration, and arbitrator fees will be governed by the AAA's rules. Each party will be responsible for their own attorney's fees, except as provided by law or in the discretion of the arbitrator. The place of arbitration shall be Miami, Florida. If the arbitrator decides in your favor, the award may include your costs of arbitration, your reasonable attorneys' fees and your reasonable costs for any expert and other witnesses, and any judgment on the award rendered by the arbitrator may be entered in any court of competent jurisdiction. If the arbitrator makes an award in your favor greater than GREE's last written offer, GREE will pay you the greater of the award or \$500, plus your reasonable attorney's fees, if any, and reimburse any reasonable expenses (including reasonable expert witness fees and costs) that are reasonably accrued for investigating, preparing, and pursuing your claim in arbitration, as determined by the arbitrator or as agreed to by you and GREE. Any judgment on the award rendered by the arbitrator may be entered in any court of competent jurisdiction. You may sue under state law in a small claims court of competent jurisdiction without first engaging in arbitration, but you must engage in arbitration before suing under the Federal Magnuson Moss Act.



PRODUCT REGISTRATION FORM GREE KINGHOME WARRANTY

OWNER NAME

INSTALLATION ADDRESS

CITY

STATE

ZIP CODE

PHONE

EMAIL

FAX

INSTALLER NAME

INSTALLER ADDRESS

CITY

STATE

ZIP CODE

PHONE

EMAIL

FAX

OUTDOOR UNIT MODEL #

SERIAL #

OUTDOOR INSTALLATION DATE

INDOOR UNIT MODEL #

SERIAL #

INDOOR INSTALLATION DATE

This Warranty Registration is subject to our Data Privacy Policy, ensuring the protection and confidential handling of all customer data submitted. We collect data solely for warranty registration, product support, and service improvement purposes. All personal information is processed in accordance with applicable data protection regulations. We implement robust security measures to protect your data against unauthorized access, alteration, disclosure, or destruction. Your data will not be shared with third parties without your explicit consent, except as required by law or necessary for warranty processing. For more information on our data handling practices, please refer to our Data Privacy Policy.