

# Limited Warranty



Models: MAC13, MHP13, MAH13, MAC14, MHP14, MAH14, MCMP, MAC18, MAH18

This heating or air conditioning unit, if installed in an owner-occupied residence, is warranted by "MrCool" to be free from defects in materials and workmanship under normal use and maintenance as described below:

- **To the original registered owner** and his or her spouse ("owner"), **all parts** are warranted for a period of **10 YEARS** or for so long as the owner owns the home in which the unit was originally installed (whichever ends first), except as provided below. This warranty applies only if the unit is properly registered with MrCool online within 60 days after the original installation. To register, go to [www.mrcool.com](http://www.mrcool.com) and click "Warranty Registration". Failure by California and Quebec residents to complete the product registration form does not diminish their warranty rights.

- If the above warranty does not apply, then **all parts** are warranted for a period of **5 YEARS**.

Neither warranty continues after the unit is removed from the location where it was originally installed.

Neither warranty applies to, and no warranty is offered by MrCool on, any unit ordered over the Internet, by telephone or other electronic means unless the unit is installed by a dealer adhering to all applicable federal, state, and local codes, policies and licensing requirements.

Units installed in buildings other than owner-occupied residences are separately warranted in either MrCool's Multi-Family Residence Warranty (if installed in a multi-family residence not occupied by the owner) or MrCool's Commercial Warranty (if installed in a non-residential building). The Multi-Family Residence Warranty covers all parts for either 10 years (if the unit has been properly registered) or 5 years (if it is not). The Commercial Warranty covers all parts for 5 years. For a copy of either the Multi-Family Residence Warranty or the Commercial Warranty, visit [www.MrCool.com](http://www.MrCool.com).

Regardless of time of registration, the warranty period begins on the date of the original installation. Where a product is installed in a newly constructed residence, the date of installation is the date the owner purchased the residence from the builder. If that date cannot be verified, the warranty period begins three months after the month of manufacture (as indicated by the first four digits of the serial number (yyymm)).

As its only responsibility, and your only remedy, MrCool will furnish a replacement part, without charge for the part only, to replace any part that is found to be defective due to workmanship or materials under normal use and maintenance. For warranty credit, the defective part must be returned to a MrCool heating and air conditioning products distributor by a state or province certified or licensed contractor. Any part replaced pursuant to this warranty is warranted only for the unexpired portion of the warranty term applying to the original part.

This warranty does not apply to labor, freight, or any other cost associated with the service, repair or operation of the unit. MrCool will not pay for electricity or fuel costs, or increases in electricity or fuel costs, for any reason, including additional or unusual use of supplemental electric heat. This warranty does not cover lodging or labor charges. This warranty does not cover refrigerant.

This warranty is in lieu of all other express warranties. **ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WARRANTY.** Some states and provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**MRCOOL SHALL IN NO EVENT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO EXTRA UTILITY EXPENSES OR DAMAGES TO PROPERTY.** Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

MrCool is not responsible for:

1. Damage or repairs required as a consequence of faulty installation or application.
2. Damage as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere or other conditions beyond the control of MrCool.
3. Damage or repairs required as a result of the use of components or accessories not compatible with this unit.
4. Units installed outside the United States or its territories, or Canada.
5. Normal maintenance as described in the installation and operating manual, such as cleaning of the coils, filter cleaning and/or replacement, and lubrication.
6. Parts or accessories not supplied or designated by MrCool.
7. Damage or repairs required as a result of any improper use, maintenance, operation or servicing.
8. Damage or failure to start due to interruption and/or inadequate electrical service.
9. Any damage caused by frozen or broken water pipes in the event of equipment failure.
10. Changes in the appearance of the unit that do not affect its performance.
11. Replacement of fuses and replacement or resetting of circuit breakers.
12. Units operated in incomplete structures.
13. Damage or repairs required as a result of the use of used or recycled refrigerant.

This warranty gives you specific legal rights, and you may also have other rights that may vary from state to state or province to province.

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**OWNER NAME**

\_\_\_\_\_  
**ADDRESS OF INSTALLATION**

\_\_\_\_\_  
**CITY/STATE-PROVINCE/ZIP-POSTAL CODE**

\_\_\_\_\_  
**INSTALLER NAME**

\_\_\_\_\_  
**CITY/STATE-PROVINCE/ZIP-POSTAL CODE**

\_\_\_\_\_  
**PHONE #/FAX #**

\_\_\_\_\_  
**DISTRIBUTOR NAME**

\_\_\_\_\_  
**CITY/STATE-PROVINCE/ZIP-POSTAL CODE**

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**PHONE #/FAX #**

\_\_\_\_\_  
**MODEL # & SERIAL #**

\_\_\_\_\_  
**INSTALLATION DATE**

# Multi-Family Residence Warranty



Models: MAC13, MHP13, MAH13, MAC14, MHP14, MAH14, MCMP, MAC18, MAH18

This warranty applies only to units installed in multi-family residences that are not owner-occupied. A distinct warranty applies to units installed in owner-occupied residences, including multi-family owner-occupied residences.

The unit models listed above, if installed in residences that are not owner-occupied, are warranted by "MrCool" against defects in materials and workmanship under normal use and maintenance, as provided below:

- **To the original registered owner, all parts** are warranted for a period of **10 YEARS**, except as provided below. This warranty applies only if the unit is properly registered with MrCool online within 60 days after the original installation. To register, go to [www.mrcool.com](http://www.mrcool.com) and click "Warranty Registration". Failure by California and Quebec residents to complete the product registration form does not diminish their warranty rights.
- If the above warranty does not apply, then **all parts** of the unit are warranted for a period of **5 YEARS**.

Neither warranty continues after the unit is removed from the location where it was originally installed.

Neither warranty applies to, and no warranty is offered by MrCool on, any unit ordered over the Internet, by telephone or other electronic means unless the unit is installed by a dealer adhering to all applicable federal, state, and local codes, policies and licensing requirements.

Regardless of time of registration, each warranty period referred to above begins on the date of the original installation of the unit. If that date cannot be verified, each warranty period begins three months after the month of manufacture (as indicated by the first four digits of the serial number (yyymm)).

As its only responsibility, and the customer's only remedy, MrCool will furnish a replacement part, without charge for the part only, to replace any part that is found to be defective due to workmanship or materials under normal use and maintenance. For warranty credit, the defective part must be returned to a MrCool heating and air conditioning products distributor by a state or province certified or licensed contractor. Any part replaced pursuant to this warranty is warranted only for the unexpired portion of the warranty term applying to the original part.

This warranty does not apply to labor, freight, or any other cost associated with the service, repair or operation of the unit. MrCool will not pay for electricity or fuel costs, or increases in electricity or fuel costs, for any reason, including additional or unusual use of supplemental electric heat. This warranty does not cover lodging or labor charges. This warranty does not cover refrigerant.

- MrCool is not responsible for:
1. Damage or repairs required as a consequence of faulty installation or application.
  2. Damage as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere or other conditions beyond the control of MrCool.
  3. Damage or repairs required as a result of the use of components or accessories not compatible with this unit.

4. Units installed outside the United States or its territories, or Canada.
5. Normal maintenance as described in the installation and operating manual, such as cleaning of the coils, filter cleaning and/or replacement, and lubrication.
6. Parts or accessories not supplied or designated by MrCool.
7. Damage or repairs required as a result of any improper use, maintenance, operation or servicing.
8. Damage or failure to start due to interruption and/or inadequate electrical service.
9. Any damage caused by frozen or broken water pipes in the event of equipment failure.
10. Changes in the appearance of the unit that do not affect its performance.
11. Replacement of fuses and replacement or resetting of circuit breakers.
12. Units operated in incomplete structures.
13. Damage or repairs required as a result of the use of used or recycled refrigerant.

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**OWNER NAME**

\_\_\_\_\_  
**ADDRESS OF INSTALLATION**

\_\_\_\_\_  
**CITY/STATE-PROVINCE/ZIP-POSTAL CODE**

\_\_\_\_\_  
**INSTALLER NAME**

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**CITY/STATE-PROVINCE/ZIP-POSTAL CODE**

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**PHONE #/FAX #**

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**DISTRIBUTOR NAME**

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**CITY/STATE-PROVINCE/ZIP-POSTAL CODE**

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**PHONE #/FAX #**

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**MODEL # & SERIAL #**

\_\_\_\_\_  
**INSTALLATION DATE**

**THIS WARRANTY IS PROVIDED IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WHETHER ANY CLAIM IS BASED ON NEGLIGENCE OR OTHER TORT, BREACH OF WARRANTY OR OTHER BREACH OF CONTRACT, OR ANY OTHER THEORY, IN NO EVENT SHALL WE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOSS OF USE OF A UNIT OR OTHERWISE.**

# Commercial Warranty



Models: MAC13, MHP13, MAH13, MAC14, MHP14, MAH14, MCMP, MAC18, MAH18

This warranty applies only to units installed in buildings other than residences. Distinct warranties apply to units installed in residences.

The unit models listed above, if installed in buildings other than residences, are warranted by "MrCool" against defects in materials and workmanship under normal use and maintenance, as provided below:

• **To the original owner, all parts** are warranted for a period of **5 YEARS**.

This warranty does not continue after the unit is removed from the location where it was originally installed.

This warranty does not apply to, and no warranty is offered by MrCool on, any unit ordered over the Internet, by telephone or other electronic means unless the unit is installed by a dealer adhering to all applicable federal, state, and local codes, policies and licensing requirements.

The warranty period begins on the date of the original installation. If that date cannot be verified, the warranty period begins three months after the month of manufacture (as indicated by the first four digits of the serial number (yyymm)).

As its only responsibility, and your only remedy, MrCool will furnish a replacement part, without charge for the part only, to replace any part that is found to be defective due to workmanship or materials under normal use and maintenance. For warranty credit, the defective part must be returned to a MrCool heating and air conditioning products distributor by a state or province certified or licensed contractor. Any part replaced pursuant to this warranty is warranted only for the unexpired portion of the warranty term applying to the original part.

This warranty does not apply to labor, freight, or any other cost associated with the service, repair or operation of the unit. MrCool will not pay for electricity or fuel costs, or increases in electricity or fuel costs, for any reason, including additional or unusual use of supplemental electric heat. This warranty does not cover lodging or labor charges. This warranty does not cover refrigerant.

MrCool is not responsible for:

1. Damage or repairs required as a consequence of faulty installation or application.
2. Damage as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere or other conditions beyond the control of MrCool.
3. Damage or repairs required as a result of the use of components or accessories not compatible with this unit.
4. Units installed outside the United States or its territories, or Canada.
5. Normal maintenance as described in the installation and operating manual, such as cleaning of the coils, filter cleaning and/or replacement, and lubrication.

6. Parts or accessories not supplied or designated by MrCool.
7. Damage or repairs required as a result of any improper use, maintenance, operation or servicing.
8. Damage or failure to start due to interruption and/or inadequate electrical service.
9. Any damage caused by frozen or broken water pipes in the event of equipment failure.
10. Changes in the appearance of the unit that do not affect its performance.
11. Replacement of fuses and replacement or resetting of circuit breakers.
12. Units operated in incomplete structures.
13. Damage or repairs required as a result of the use of used or recycled refrigerant.

OWNER NAME

ADDRESS OF INSTALLATION

CITY/STATE-PROVINCE/ZIP-POSTAL CODE

INSTALLER NAME

CITY/STATE-PROVINCE/ZIP-POSTAL CODE

PHONE #/FAX #

DISTRIBUTOR NAME

CITY/STATE-PROVINCE/ZIP-POSTAL CODE

PHONE #/FAX #

MODEL # & SERIAL #

INSTALLATION DATE

**THIS WARRANTY IS PROVIDED IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WHETHER ANY CLAIM IS BASED ON NEGLIGENCE OR OTHER TORT, BREACH OF WARRANTY OR OTHER BREACH OF CONTRACT, OR ANY OTHER THEORY, IN NO EVENT SHALL WE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOSS OF USE OF A UNIT OR OTHERWISE.**