



TECHNICAL SUPPORT

Single & Multi-Zone Mini Splits • PTACs
Light Commercial AC Systems

WARRANTY PROCEDURES



- **Units must be installed by a licensed HVAC Technician to qualify for Limited Warranty**
- Register the unit for Limited Warranty within 60 days of installation at www.cooperandhunter.us/warranty (Units not registered within 60 Days will not be eligible for warranty)
- A step-by-step guide to Warranty Registration can be found on our YouTube channel
- For troubleshooting and error codes, please refer to our online resources on our YouTube channel

IMPORTANT:

If you are in need of Live Technical Support or Warranty assistance, please prepare the following information before calling the Cooper&Hunter Customer Support Team:

1. Unit's Model & Serial number
2. Date of Unit Installation by a Licensed Technician
3. Installer's EPA License Number
4. Proof of Purchase

Call: (800) 977-0722 Monday through Friday, between the hours of 9am and 6pm EST.



Visit our [website](http://www.cooperandhunter.us) for:

- Product Information
 - Warranty Registration
 - Installation Manuals
 - User Guides and more
- www.cooperandhunter.us



Visit our [YouTube Channel](https://www.youtube.com/cooperandhunter.usa) for:

- Instructional Videos
 - Tutorials and How-To's
 - Product Introductions
 - Advertisements and more
- www.youtube.com/cooperandhunter.usa

If it is determined that the unit is covered under the Limited Warranty and requires replacement parts, the parts will be provided at no cost, however, shipping and handling will be covered by the client. If the unit is not yet registered, but is still within the 60-day registration period, we will require proof of purchase and proof of installation in order to register and complete the parts replacement request.

Try our new Cooper&Hunter Technical Support app!



- Register & Verify Limited Warranty
- Browse C&H Product Catalog
- Save Projects & System details
- Access Manuals, Troubleshooting Guides, etc.
- Chat with C&H Tech Support agents
- Order Replacement Parts (*HVAC Technicians only)



Visit the
[Apple iOS App Store](https://apps.apple.com)



Visit the
[Android Google Play Store](https://play.google.com)



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WARRANTY BASICS



Any Cooper&Hunter distributor (hereinafter “Company”) warrants this product against failure due to defect in materials or workmanship under normal use and maintenance as follows. All warranty periods begin on the date of original installation. Damage resulting from failure to use, install or maintain the product in a manner consistent with manufacturer’s recommendations shall render the warranty void. Cooper&Hunter, at its discretion, may request a report from a qualified technician prior to honoring a warranty claim. If a part fails due to defect during the applicable warranty period, Cooper&Hunter will provide a new or remanufactured part, at Company’s discretion, to replace the failed defective part at no charge. This Limited Warranty is subject to all provisions, conditions, limitations and exclusions listed below.

- A warranty period of Seven (7) years on compressor to the original registered end-user
- A warranty period of Five (5) years on all parts to the original registered end user
- A warranty period of One (1) year on the original remote control provided with the original unit
- Limited Warranty applies only to systems properly installed by a state certified or licensed HVAC contractor, under applicable local and state law, in accordance with all applicable building codes and permits, C&H installation and operation instructions and good trade practices
- Warranty applies only to products remaining in their original installation location
- Defective parts must be returned to the distributor through a registered servicing dealer for credit
- Warranty is provided only to the original owner of the Product, where it is originally installed, and is not transferable to the subsequent owners.

LIMITATIONS OF WARRANTIES:

ALL IMPLIED WARRANTIES AND/OR CONDITIONS (INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE) ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES OR PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THE ABOVE MAY NOT APPLY TO YOU. THE EXPRESSED WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, EXTENDED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHATSOEVER.

Cooper&Hunter is not responsible for any warranty claim:

1. For equipment installed outside of North America.
2. For equipment not installed according to manufacturer’s guidelines.
3. For equipment which has been removed from the original place of installation and reinstalled at another place.
4. If registration information cannot be verified (i.e., invalid license number or wrong information provided).
5. For damages or repairs arising as a result of a faulty installation, inappropriate application, or improper use.
6. For damages or repairs arising from any external perils, out of Cooper&Hunter’s control, such as fires, storms, accidents, floods, broken or frozen water pipes, electrical surges, input power with under or overvoltage, lightning, or existence of corrosive substances nearby.
7. For damages or repairs arising from use of non-compatible parts, third-party components, alterations, modifications, or improper applications.
8. For improper service or poor maintenance of the equipment, such as cleaning of all air filters, heat exchangers, fans, and blowers, in addition to any necessary lubrication of internal components and maintenance of external accessories.
9. For changes that can be considered cosmetic, including but not limited to small fin damages, scratches on the unit cover, etc.
10. For resetting of power or the circuit breakers and replacement of other types of fuses, both internal and external.
11. For any damage caused by the use of dirty, recycled, or wrong type of refrigerants and lubricants.
12. For damage due to moisture, air, dust, sand, dirt, etc., that have been allowed into the system.
13. For damage caused by continuing use of the product after a malfunction has been noticed or indicated at the display module, through an error code.
14. For damages or performance issues due to improper matching, product selection, undersizing, oversizing, improper installation, or misuse.
15. For loss or replacement of refrigerant, lubricant, or oil.
16. For labor or any costs associated with labor.

This warranty gives you specific legal rights. Rights may vary from state to state or province to province. For complete warranty details, please visit our website at cooperandhunter.us/page/warranty-policy or scan here.

