



## FUJITSU GENERAL AMERICA, INC. MINI-SPLIT LIMITED WARRANTY STATEMENT R410a Systems



Fujitsu General America, Inc. (FGAI) warrants this product conforms to the manufacturers Specifications and will be free of defects in material and workmanship and should any defect occur, Fujitsu General America, Inc. will correct the defects subject to the following conditions:

**PARTS:** For a period of **two (2) years** from said date of sale or installation FGAJ will supply new, or at its option rebuilt replacement parts.

**COMPRESSOR:** For a period of **six (6) years** from said date of sale or installation FGAJ will supply new Compressor.

**REMOTE CONTROL:** For a period of **ninety (90) days** from said date of sale or installation. Whichever is later, FGAJ will exchange with a new or rebuilt hand unit.

**PROOF OF PURCHASE:** Copy of the proof of purchase is required to make this warranty valid.

**THIS WARRANTY DOES NOT COVER LABOR or:**

- Shipping damage.
- System installation.
- Unpacking and/or removal of protective shipping material.
- Usage outside manufacturer's limitations as specified in the owner's manual.
- Service required as a result of improper installation, incorrect or insufficient AC supply voltage.
- Installation, set up, or adjustments of consumer controls.
- Any owner than the original consumer.
- Damage from modification or incorporation into other products.
- Any failure, loss, damage or personal injury due to accident, neglect, or abuse by the consumer or to improper operation, maintenance or storage or to alteration or to failure to follow normal procedures as outlined in the instruction manual.
- Any unit purchased from an **unauthorized dealer or any online retailer**.
- Transportation charges incurred in connection with warranty service.
- Indirect, consequential, or special damages, except as required by Federal or State laws.
- Repair or replacement of warranted parts by other than qualified installer.

**THE WARRANTY AND REMEDY STATED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME LAWS DO NOT ALLOW EXCLUSION OF IMPLIED WARRANTY, THEREFORE THIS WARRANTY SHALL BE DEEMED MODIFIED TO BE CONSISTENT WITH SUCH LAWS.**

Some states do not allow limitation on how long an implied warranty lasts; therefore these limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights. You may also have other rights that may vary from state to state.

**This Warranty applies to the United States, Canada and Puerto Rico.**  
**PLEASE REGISTER THIS PRODUCT at <http://www.fujitsugeneral.com> or mail to:**

**Fujitsu General America**  
353 Route 46 West  
Fairfield, NJ 07004  
Attn. Warranty Dept.

## PURCHASER INFORMATION

PURCHASER'S NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_

ZIP CODE \_\_\_\_\_

## PRODUCT INFORMATION

MODEL NUMBER \_\_\_\_\_

SERIAL NUMBER \_\_\_\_\_

DATE OF PURCHASE \_\_\_\_\_

INVOICE / RECEIPT NUMBER \_\_\_\_\_

## SELLER INFORMATION

SELLER'S NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_

ZIP CODE \_\_\_\_\_

For more information and  
customer assistance, please call  
or visit our website.



### Mailing Address

United States  
ATTN: B2B Air and Energy  
201 James Record Road  
Huntsville, Alabama 35824

Canada  
ATTN: CIC  
LG Customer Interactive Center  
20 Norelco Drive  
North York, Ontario M9L 2X6



LG Electronics, Inc.  
www.lghvac.com

## WARRANTY CARD 5/7 LG DUCT-FREE SPLIT (DFS) SYSTEMS

**Indoor Units = IDUs; Outdoor Units = ODUs**

**Applicable DFS Single-Zone Systems**

Art Cool™ Premier: LSN\*\*\*HYV, LAN\*\*\*HYV IDUs/LSU\*\*\*HYV,  
LAU\*\*\*HYV ODUs

Art Cool Mirror Wall-Mounted High Efficiency: LAN\*\*\*HSV2 IDUs  
LAU\*\*\*HSV2 ODUs

Art Cool Gallery: LAN\*\*\*HVP IDUs/LAU\*\*\*HVP ODUs

Wall-Mounted High Efficiency: LSN\*\*\*HSV2, LSN\*\*\*HSV3 IDUs/  
LSU\*\*\*HSV2, LSU\*\*\*HSV3 ODUs

Wall-Mounted Standard Inverter: LSN\*\*\*HV2, LSN\*\*\*HV3,  
LSN\*\*\*HLV IDUs/ LSU\*\*\*HV2, LSU\*\*\*HV3, LSU\*\*\*HLV ODUs

Mega Single Zone Inverter: LSN\*\*\*HEV, LSN\*\*\*HXVIDUs/  
LSU\*\*\*HEV, LSU\*\*\*HXV ODUs

This limited warranty is valid either in the United States or  
Canada (but not both), and applies only in the country the  
product was purchased and installed, and only if the product  
was acquired from an authorized LG distributor, in the country  
in which the distributor was authorized to sell the product.

**FOR A COPY OF THIS WARRANTY,  
VISIT WWW.LGHVAC.COM**

## WHAT THIS WARRANTY COVERS

LG Electronics, Inc. ("LG") warrants your LG Duct-Free Split (DFS) Air Conditioner ("product") against defect in materials or workmanship under normal household use, and during the warranty period set forth below, LG will, at its option, repair or replace the product. Replacement part(s) will meet intended fit and function of the original part(s). Replacement parts are warranted for the unexpired portion of the original warranty period. This limited warranty is valid only to the original retail purchaser of the product while the system remains at the original installation site, and is not assignable or transferable to any subsequent purchaser or user.

**Note: This limited warranty applies to parts only and does not cover labor.**

## WARRANTY PERIOD

PERIOD	LG WILL COVER
<b>First, Second, Third, Fourth and Fifth Years</b> (From the Date of Original Purchase.)	Any Internal / Functional Parts Including Compressor.
From the <b>Sixth Year</b> through the <b>Seventh Year</b> .	Compressor Only. Consumer Will Be Responsible for Any Labor or In-Home Service to Replace the Defective Part.

## LIMITED WARRANTY EXCLUSIONS AND LIMITATIONS

- Service trips** to deliver, pick up, install, instruct, replace fuses; connect wiring or plumbing; or correct unauthorized repairs.
- Transportation charges** incurred in connection with warranty service.
- Failure of product to perform during **power failures and interruptions**, or incorrect / inadequate electrical service.

- Installation, set up, or **adjustments of user controls**.

- Products that have had a serial number or any part thereof altered, defaced, or removed.
- Property damages, malfunction or failure of the product, or personal injury caused by or resulting from:
  - Accident, misuse, abuse, or negligence by the consumer;
  - From improper installation, repair, maintenance, storage, or alteration;
  - Product used in any manner contrary to permissible applications and instructions outlined in the Product Operation Manual including physical abuse to or misuse of the Product;
  - Improper or deferred maintenance as described in the Operation Manual such as coil cleaning, etc., or any Product damaged by excessive physical or electrical stress;
  - Operating the Product in a corrosive or wet environment containing chlorine, fluorine, or any other hazardous chemicals;
  - Installation, alteration, repair or service contrary to permissible applications and instructions outlined in the Product Operation Manual;
  - Improper matching of Product components;
  - Improper sizing or design of the Product;
  - Inadequate air supply;
  - Improper repair using parts not approved or specified by the manufacturer;
  - Use of accessories or components that are not compatible with the Product;
  - Leaky, broken, or frozen water pipes, or restricted drain lines;
  - Modification of or incorporation into other products;
  - Freight or handling damage, damage caused by force majeure, or other factors such as power surge damage caused by lightning and fluctuations in or interruptions of electrical power;
  - Unpacking and / or removal of protective shipping;
  - Increases in utility costs and additional utility expenses.

No other warranty is applicable to this product.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, IT IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD ABOVE. NEITHER THE MANUFACTURER NOR ITS DISTRIBUTOR SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

Some states and / or territories do not allow the exclusion or limitation of incidental / consequential damages or limitations on how long an implied warranty lasts, so the above exclusion or limitation may not apply to you. This warranty gives you, the original purchaser, specific legal rights; you may also have other rights that vary from state to state or territory to territory.

## HOW TO OBTAIN COVERED WARRANTY PARTS

**Contact the licensed contractor who installed the system**, or the nearest licensed contractor, dealer, or distributor (visit [www.lg-dfs.com](http://www.lg-dfs.com) for contact information) to report any defect within the applicable warranty period.

Proof of the installation date by a licensed contractor is required when requesting warranty parts. Present the sales receipt, building permit, or other documentation that establishes proof and date of installation. If proof of purchase cannot be rendered, this Limited Warranty shall be deemed to begin sixty (60) days from the manufacture date.

## **LIMITED WARRANTY STATEMENT**

### **Mitsubishi Electric M-Series and/or P-Series Split Air-conditioner and Heat-pump Systems**

Subject to the terms and conditions of this Limited Warranty, MITSUBISHI ELECTRIC Sales Canada Inc. ("MESCA") warrants to the original owner of this M-Series and/or P-Series (incl. Zuba systems) product (the "System") if purchased and installed in Canada on or after **April 1, 2016** from a licensed HVAC contractor, that:

1. **The parts are warranted for a period of 60 months (5 years) to the original owner of the System.** If any parts should prove defective due to improper craftsmanship, manufacture and/or material within a period of 60 months (5 years) from the date of installation, MESCA will replace any defective part without charge for the part. Replacement parts are warranted for the remainder of the original 60 month (5 year) warranty period. Parts used for replacement may be of like kind and quality and may be new or remanufactured. **Defective parts must be made available to MESCA in exchange for the replacement parts** and become the property of MESCA.
2. **The compressor is warranted for a period of 84 months (7 years) to the original owner of the System.** If the compressor should prove defective due to improper craftsmanship, manufacture and/or material within a period of 84 months (7 years) from the date of installation, MESCA will replace the defective compressor without charge for the compressor. Replacement compressors are warranted for the remainder of the original 84 month (7 year) warranty period. Compressors used for replacement may be of like kind and quality and may be new or remanufactured. Defective compressors must be made available to MESCA in exchange for the replacement compressor and become the property of MESCA.
3. **Notwithstanding the foregoing, if the System is installed by a licensed HVAC Installer who has completed the Mitsubishi Electric Quality Dealer Training Program ("MESCA Authorized Contractor") and all parts of the System are registered in the Mitsubishi Electric Extended Warranty program within 90 days from installation, the parts and compressor will be covered under warranty for a period of 120 months (10 years) to the original owner, providing the System remains at the original installed address.** Specifically, if any parts and/or the compressor should prove defective due to improper craftsmanship, manufacture and/or material within a period of 120 months (10 years) from the date of installation, MESCA will provide replacement parts and/or compressor without charge for the parts and/or compressor. The replacement parts and/or compressor remain covered under warranty for the remainder of the original 120 month (10 year) warranty period. Parts and/or compressors used for replacement may be of like kind and quality and may be new or remanufactured. Defective parts and/or compressor must be made available to MESCA in exchange for the replacement parts or compressor and become the property of MESCA.
4. **PROPER INSTALLATION.** This Limited Warranty applies only to Systems that are installed by licensed HVAC contractors who are licensed for HVAC installation under applicable local and provincial law, and who install the System(s) in accordance with (i) all applicable building codes and permits; (ii) MESCA's installation and operation instructions; and (iii) good trade practices.
5. **REGISTRATION.** To receive certain benefits under this Limited Warranty, as set forth in more detail above, the System must be registered within 90 days of installation. To register, the original owner must complete the product registration online at [http://www.mitsubishielectric.ca/en/hvac/warranty\\_reg/index.html](http://www.mitsubishielectric.ca/en/hvac/warranty_reg/index.html). MESCA Authorized Contractors may register the product information online on behalf of the customer.
6. **BEFORE REQUESTING SERVICE,** please review the applicable technical documentation to insure proper installation and correct customer control adjustment for the System. If the problem persists, please contact a licensed HVAC contractor for service.
7. **TO MAKE A WARRANTY CLAIM:**
  - a. **Contact the licensed HVAC contractor who installed the System** or the nearest licensed HVAC contractor, dealer or distributor (whose name and address may be obtained on our website at [www.mitsubishielectric.ca](http://www.mitsubishielectric.ca)) who will arrange for obtaining replacement for any defective parts within the applicable warranty time period.
  - b. Proof of the installation date by a licensed HVAC contractor is required when requesting warranty service. Present the sales receipt, building permit or other document which establishes proof of date of installation. In



the absence of acceptable proof, this Limited Warranty shall be deemed to begin one hundred twenty (120) days after the date of manufacture.

- c. This Limited Warranty applies only to Systems purchased on or after **April 1, 2016**, only while the System remains at the site of the original installation, and only to locations within Canada.

**8. THIS LIMITED WARRANTY DOES NOT COVER:**

- a. property damages, malfunction or failure of the System, or personal injury caused by or resulting from:
    - i. accident, abuse, negligence or misuse;
    - ii. operating the System in a corrosive or wet environment, including any environment containing chlorine, fluorine or any other hazardous or harmful chemicals or environmental factors, including sea- or salt-water;
    - iii. installation, alteration, repair or service by anyone other than a licensed HVAC contractor or other than pursuant to the manufacturer's instructions;
    - iv. improper matching of System components;
    - v. improper sizing of the System;
    - vi. improper or deferred maintenance contrary to the manufacturer's instructions;
    - vii. physical abuse to or misuse of the System (including failure to perform any maintenance as described in the Operation manual such as air filter cleaning, or any System damaged by excessive physical or electrical stress;
    - viii. System used in any manner contrary to the Operation Manual;
    - ix. freight damage;
    - x. damage caused by force majeure or other factors such as power surge damage caused by lightning and fluctuations in or interruptions of electrical power;
    - xi. any damage caused by third party parts or components used to install the System, including but not limited to pipes, wires, pumps, switches, adaptors, covers, line set and fittings etc. or
    - xii. any part not sold by MESCA;
  - b. Labor or any other costs incurred for service, maintenance, repair, removing, replacing, installing, complying with local building and electric codes, shipping or handling, or replacement of the System, compressors or any other parts. The original owner is solely responsible for all labor and other costs of maintaining, installing, replacing, disconnecting or dismantling the System and parts (such as filters or consumable items) in connection with owner-required maintenance. Air filter cleaning and/or replacement for each applicable indoor unit are owner-required maintenance, and labor for this procedure is not covered under warranty. Please consult the applicable technical documentation for air filter cleaning and other maintenance procedures. The owner is responsible for arranging and paying for all of the labor and service costs required and referred to in this Paragraph 8b.
  - c. Service including but not limited to labor, assessment, travel and / or any other non-warranty covered part(s) charge;
  - d. System installation or set-ups;
  - e. Adjustments of user controls;
  - f. Systems purchased or installed outside Canada; or
  - g. Systems installed prior to **April 1, 2016**.
9. In addition, this limited warranty will be void if any product or part of the System has had a serial number altered, defaced or removed.
10. This Limited Warranty shall not be enlarged, extended or affected by, and no obligation or liability shall arise or grow out of, MESCA providing, directly or indirectly, any technical advice, information and/or service to original owner in connection with the System.
11. **EXCEPT AS OTHERWISE PROVIDED IN THIS LIMITED WARRANTY, MESCA MAKES NO OTHER WARRANTIES OR CONDITIONS OF ANY KIND WHATSOEVER REGARDING THE SYSTEM. MESCA DISCLAIMS AND EXCLUDES ALL WARRANTIES OR CONDITIONS NOT EXPRESSLY PROVIDED HEREIN AND ALL REMEDIES WHICH, BUT FOR THIS PROVISION, MIGHT ARISE BY IMPLICATION OR OPERATION OF LAW, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OR CONDITIONS OF QUALITY, MERCHANTABILITY, NON-INFRINGEMENT OF THIRD PARTY RIGHTS, AND OF FITNESS FOR ANY PARTICULAR PURPOSE. NO ONE IS AUTHORIZED TO CHANGE THIS LIMITED WARRANTY IN ANY**





**RESPECT OR TO CREATE ANY OTHER OBLIGATION OR LIABILITY FOR MESCA IN CONNECTION WITH THE SYSTEM. MESCA DISCLAIMS ALL LIABILITY FOR THE ACTS, OMISSIONS AND CONDUCT OF ALL THIRD PARTIES (INCLUDING, WITHOUT LIMITATION, THE INSTALLER) IN CONNECTION WITH OR RELATED TO THE SYSTEM.**

- 12. UNDER NO CIRCUMSTANCES SHALL MESCA BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES OR FOR ANY INFRINGEMENT OF THIRD PARTY RIGHTS, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE, SYSTEM FAILURE, IMPAIRMENT OF OTHER GOODS, COSTS OF REMOVAL AND REINSTALLATION OF THE SYSTEM, LOSS OF USE, INJURY TO PERSONS OR PROPERTY ARISING OUT OR RELATED TO THE SYSTEM WHETHER BASED ON BREACH OF WARRANTY, BREACH OF CONTRACT, TORT OR OTHERWISE, EVEN IF MESCA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN NO EVENT SHALL MESCA'S LIABILITY EXCEED THE ACTUAL PURCHASE PRICE OF THE SYSTEM WITH RESPECT TO WHICH ANY CLAIM IS MADE.**
- 13. SOME PROVINCES OR TERRITORIES MAY NOT ALLOW CERTAIN LIMITATIONS ON WARRANTIES OR EXCLUSIONS OR LIMITATION OF DAMAGES, SO SOME OF THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY. RESIDENTS OF QUEBEC ARE NOT REQUIRED TO REGISTER THE SYSTEM IN ORDER TO OBTAIN ALL OF THE RIGHTS AND REMEDIES APPLICABLE TO THIS LIMITED WARRANTY.**
- 14. If any clause herein is found to be illegal or unenforceable, that clause will be severed from this Limited Warranty and the remainder of the Limited Warranty will be given full force and effect.**
- 15. This Limited Warranty gives the original owner specific legal rights and the original owner may also have other rights that vary from province to province.**
- 16. This Limited Warranty is valid only in Canada, and it is not transferable.**

