

NORDYNE

Warranty effective for equipment manufactured after January 1, 2025

TEN YEAR LIMITED PARTS ONLY WARRANTY – (GXH24-36MSK4DH, GMH24-36MSK4DH, GXH48-60MSK4DH, GMH48-60MSK4DH)

If any part fails due to a defect in material or workmanship within the Warranty Period (defined below), a replacement part will be provided free of charge except for the freight costs which are the owner's responsibility. **Nordyne** will not pay for parts purchased in the field from other than a **Nordyne** distributor. **The owner is responsible for all labor and refrigerant charges.** Replacement parts are warranted only for the balance of the original Warranty Period.

ACCESSORIES: **Nordyne** accessories such as thermostats, coils, electric heat strips, etc. installed as part of the system, are covered under separate warranty. The Warranty period for any accessories is 1 year. Consumables related to accessories are not covered.

WARRANTY EXCLUSIONS:

1. THIS WARRANTY DOES NOT COVER: 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. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
3. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
4. Equipment that is not a proper Nordyne matched system per manufacturer's recommendations and the Air Conditioning Heating Refrigeration Institute (AHRI) would receive a 1-year warranty. Indoor and outdoor appliances must be installed simultaneously.
5. Equipment ordered over the internet, other than from manufacturer, is not covered.
6. Failure and replacement caused by contamination from bacteria are excluded from warranty coverage (i.e. dirty sock syndrome). Consequential or other damage(s) caused by rust, brownouts, blackouts, oxidation, corrosion, water, water condition, freezing, fire, other abnormal environmental conditions or other natural acts are excluded from warranty coverage. Premature failure due to the use of inferior building materials such as high sulfur content dry wall, corrosive conditions caused by location, moisture, etc. are also excluded from warranty coverage.
7. This warranty does not apply to parts that fail as a direct result of environmental influences.
8. **Nordyne** 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.
9. The warranty is not transferable.
10. 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. **Nordyne** 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.
11. Failures to equipment or compressors due to incorrect

WARRANTY EXCLUSIONS continued:

- refrigerants or un-approved additives used outside of manufacturer's recommendations or failures due to the improper use of metering devices (i.e. thermal expansion valves) are excluded from warranty coverage.
12. Parts not supplied or designated by Company, or damages resulting from their use.
13. Equipment must be installed per **Nordyne's** installation instructions. The use of micro channel coils with these products are prohibited. Unauthorized equipment modifications including but not limited to changes in mechanical design, electrical design, airflow design, or refrigerant flow, voids manufacturer's warranty.

WARRANTY CONDITIONS:

1. This **Nordyne** equipment and/or **Nordyne** accessories must be installed by a licensed or otherwise qualified dealer or contractor, and must be installed in accordance with **Nordyne's** 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 **Nordyne's** 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 (60) days from the date of product manufacture (as indicated by the model and serial number). Proof of purchase may be required at time of service.
5. The warranty applies only to products remaining in their original installation location.



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WARRANTY CONDITIONS continued:

6. All equipment requires annual maintenance performed by your 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. **Nordyne** 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. 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.

Any implied warranties of merchantability or fitness for any purpose relating to the parts of the unit shall terminate on the termination dates of the corresponding express warranties covering said parts. Under no circumstances shall Nordyne be liable for incidental or consequential damages resulting from breach of any express warranty or implied warranty including the implied warranties of merchantability or fitness for a particular purpose. However, some states do not allow limitations on how long an implied warranty lasts and/or the exclusion 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

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 or are in need of service, please contact the installer of the unit to obtain assistance. If unsuccessful, please contact a **Nordyne HVAC** dealer or **Nordyne HVAC** distributor in your area. If unable to obtain local assistance, please call:

Warranty Department Phone: 1-800-422-4328