

ON-SITE WARRANTY



CONGRATULATIONS

Thank you for your purchase of a high-quality Ephoca product. Your new HPAC 2.0 has been carefully engineered and manufactured to give you many years of dependable, efficient operation while maintaining a comfortable temperature and humidity level.

Many extra features have been built into your HPAC 2.0 to ensure quiet operation, excellent circulation of cool, dry air, and the most economical operation. We are sure you will be thrilled with the HPAC 2.0 as it represents the state-of-the-art technology for home air conditioning.

By following the suggestions contained in the user guide, the HPAC 2.0 will operate smoothly, giving you optimal room temperature with minimal energy costs.

Inside the user guide you'll find helpful tips on how to use and maintain the HPAC 2.0 properly. Just a little preventive care and maintenance on your part can save you a great deal of time and money over the life of your HPAC 2.0.

You'll find answers to many common problems in the troubleshooting charts. If you review these first, you may not need to call for service at all.

We want to ensure that you have the best experience possible with your HPAC 2.0. In order to accomplish this, we send an Ephoca technician to inspect each HPAC 2.0 that is installed and certify the installation before the HPAC 2.0 is used.

After performing the inspection and certifying that the HPAC 2.0 is installed correctly, the Ephoca technician will sign and validate your warranty. Please do not use the HPAC 2.0 before certification by an Ephoca technician or it will void the warranty. If your installer or dealer has not informed you of when an Ephoca technician is scheduled to inspect and certify your new unit(s) please contact us immediately, so we can arrange for an inspection and certification.

If you have any questions or issues, we are here for you. Please contact our Customer Support Center, toll-free at 1-800-381-4200 or via email service@ephoca.com

We hope you will enjoy your HPAC 2.0 for many years.

- The Ephoca team



WARNING

Do not use your HPAC 2.0 until it is inspected and certified by an Ephoca technician. Using your unit before certification will **void the warranty**.

CERTIFICATION



ATTENTION

The warranty is only valid if this certification is complete and signed by an Ephoca technician.

The HPAC 2.0 below has been inspected and certified to be in compliance with installation requirements of Ephoca.

- HPAC 2.0's cooling/heating capacity is sufficient to cool/heat the room it is located in.
- HPAC 2.0 is mounted level and flush to the wall.
- HPAC 2.0's interior vents are not blocked by any furniture, plants or window coverings.
- Anti-lifting bracket is secured.
- Power receptacle is in good working condition and LCDI plug fits tightly.
- Circuit breaker is within specifications required.
- Condensate drain is connected and working (if using for heating).
- External condensate drain (if applicable) is pitched correctly.
- External condensate drain's exterior wall puncture is properly sealed.
- External vent holes are 100% aligned internally with the HPAC 2.0's vents holes.
- Exterior vents are not blocked by walls or plantings.
- Exterior grilles are installed correctly.
- Exterior grilles are properly sealed.

HPAC 2.0 INFO

Serial Number

Installation Address

Dealer

Invoice Date

CERTIFICATION INFO

Technician Name

Technician ID Number

Date

Signature

VALIDITY

This limited warranty is valid in the Continental United States only and only for the HPAC 2.0 heat pump air conditioner which was purchased and installed in its original installation location.

This warranty is only valid when the HPAC 2.0 heat pump air conditioner meets all the conditions below:

1. The HPAC 2.0 has been purchased from an Ephoca authorized distributor.
2. The HPAC 2.0 was installed by an Ephoca certified technician.
3. The installation is certified after by an Ephoca technician before the HPAC 2.0 is used .
4. The HPAC 2.0 is operated and maintained in accordance with the printed instructions in the user guide and in compliance with applicable local installation and building codes and good trade practices.

WHAT THIS ON-SITE WARRANTY COVERS

Ephoca, Inc. (“Ephoca”) warrants your HPAC 2.0 heat pump air conditioner (“HPAC 2.0”) against failure due to defects in materials or workmanship under normal use, beginning on date of certification by the Ephoca technician for the following periods:

LIMITED ONE-YEAR WARRANTY

For the period of one year from the date of certification by the Ephoca technician, Ephoca will replace any part of the HPAC 2.0 which fails due to a defect in materials or workmanship. During this limited one-year warranty, Ephoca will provide, on-site, free of charge, all labor and related service costs to replace the defective part.

If you are located in an area where we do not have Ephoca certified technician, we will ship you a replacement unit at our cost and arrange to pick up the defective unit at our cost.

LIMITED TEN YEAR WARRANTY

For the period of ten years from the date of certification by the Ephoca technician, Ephoca will replace the compressor should it fail due to a defect in materials or workmanship. During this limited **ten**-year warranty, Ephoca will provide, on-site, free of charge, all labor and related service costs to replace the defective part.

LIMITED SECOND THROUGH TENTH YEAR WARRANTY

For the period of the second through tenth year after certification by the Ephoca technician, Ephoca will replace any of part(s) should they fail due to a defect in materials or workmanship. During this additional nine-year limited warranty, you will be responsible for any labor and related service costs.

This warranty does not cover any additional responsibilities or obligations not expressly stated herein nor does it apply to any accessory that is not a part of the HPAC 2.0 as included in the package by Ephoca.

EXCLUSIONS AND LIMITATIONS

The warranty shall not cover:

- Any service, part or repair if the HPAC 2.0 has not been certified Ephoca technician prior to use.
- Any failure due to or following unauthorized repairs, or repairs performed by unauthorized personnel.
- Installation of the HPAC 2.0, setup of user controls or adjustments to user controls.
- Instruction on user operation.
- Labor costs after the first year, or service trips to deliver or pick up parts not covered by the warranty.
- Replacement of fuses or circuit breakers, wiring or plumbing connections.
- Damage to the HPAC 2.0 where there is a corrosive atmosphere containing any damaging chemical such as chlorine or fluorine (other than that normally occurring in a residential environment).
- Cleaning or replacing air filters.
- Removing the HPAC 2.0 from inaccessible locations.
- Correcting improper installations.
- Any HPAC 2.0 not installed pursuant to applicable regional efficiency standards issued by the Department of Energy or other local rules and ordinances.
- Failure of the HPAC 2.0 due to acts of God, natural disasters, power failures, interruptions, brownouts or power spikes, or due to incorrect inadequate electrical service or failure of Internet Services or Home Networks.
- Any HPAC 2.0 with altered, missing or defaced serial number.
- Damages or personal injury caused directly or indirectly by failure or malfunction of the HPAC 2.0 as a result of any cause including natural disasters, accidents, misuse, improper wiring or installation.
- Any cost of Supplemental (replacement) Cooling or Heat during equipment failure.
- Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.

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(S) ABOVE.

NEITHER EPHOCA NOR ITS DISTRIBUTOR SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PRODUCTIVE DAMAGES OF ANY NATURE, INCLUDING WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. FOR A PARTICULAR USE OR PURPOSE.

NO ONE IS AUTHORIZED TO CHANGE THIS WARRANTY CERTIFICATE OR TO CREATE FOR US ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THIS AIR CONDITIONER.

NO OTHER WARRANTY, EXPRESSED OR IMPLIED, IS APPLICABLE TO THIS PRODUCT.

Some states 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.

FILING A WARRANTY CLAIM

Your HPAC 2.0 must have been certified by an Ephoca technician after it was installed and before use in order for this warranty to be valid.

To be clear, in order for Ephoca to maintain a high-quality product, and for you have the best experience possible with your HPAC 2.0, we send an Ephoca technician to inspect each HPAC 2.0 that is installed and certify the installation before the HPAC 2.0 is used.

After performing the inspection and certifying that the HPAC 2.0 is installed correctly, the Ephoca technician will sign and validate this warranty. Please do not use the HPAC 2.0 before certification by an Ephoca technician or it will void the warranty.



To file a claim under this warranty, you must furnish the following information:

- The serial number of HPAC 2.0 involved
- A full and complete description of the problem encountered with the HPAC 2.0.

Upon receipt of the above information, Ephoca will in a period not to exceed three (3) working days explain the action the company will take to address the issue.

The HPAC 2.0 must be installed and fully accessible by the repair technician, and required electrical power must be available at the location of the unit. If during on-site service the repair cannot be completed, it may be necessary to remove, repair and return the HPAC 2.0.

If on-site service is not available, Ephoca may at its option arrange transportation to and from an authorized service center. Ephoca is not responsible for removal, replacement or relocation of the HPAC 2.0 if inaccessible. The defective parts must be made available to Ephoca in exchange for the replacement part(s) and such parts shall become Ephoca's property.

Customer Support Center 1-800-381-4200 or via email service@ephoca.com



East Coast

(212) 244-1100

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MADE IN ITALY