

# Congratulations on your new HVAC equipment

All Heat Controller products are designed for long life and reliable service to help keep your home comfortable. We're so confident in the design, quality components and construction that we back your unit with the strong warranty coverage described in this document. To be eligible for the full term of this Limited Express Warranty, register the unit as soon as possible; registration must occur within 90 days of purchase.

**Save time and money—register online 24/7 at [www.heatcontroller.com](http://www.heatcontroller.com)**  
Registration also may be completed by mail using card below.

Don't forget to read your owner's manual and ask your installer about regular maintenance procedures that will help keep your unit operating at peak efficiency.

## KEEP THIS INFORMATION AS A RECORD OF YOUR PURCHASE

### GEOHERMAL HEAT PUMP

Model Number

Serial Number

Date of Purchase

### INSTALLATION

Installer Name

Phone Number/Contact Information

Date Installation Completed

Component of new HVAC system     Replacement heat pump only

Remember to retain your bill of sale as proof of warranty period.

To register by mail, cut out along the dotted lines, complete form, and affix postage.

PLACE  
STAMP  
HERE

# HEAT CONTROLLER

**P. O. Box 1089  
Jackson, MI 49204**

# HEAT CONTROLLER

## Limited Express Warranty HZ Series Geothermal Heat Pumps

### GENERAL

This limited express warranty is applicable to HZH, HZD, and HZV Series geothermal heat pumps manufactured by Heat Controller.

### LIMITED TWELVE (12) YEAR EXPRESS WARRANTY

Heat Controller warrants all parts of the residential geothermal heat pump including the compressor to be free from defects in workmanship and materials for normal use and maintenance for twelve (12) years from the date of purchase by the original consumer for the original installation. This Express Limited Warranty applies only when the geothermal heat pump is installed as a complete AHRI matched system (applies to split system heat pump only), and only when the system is installed per Heat Controller installation instructions and in accordance with all local, state and national codes for normal use.

### EXCEPTIONS

The Limited Express Warranty does not cover normal maintenance—Heat Controller recommends that regular inspection/maintenance be performed at least once a season and proof of maintenance be kept. Additionally, labor charges, transportation charges for replacement parts, replacement of refrigerant or filters, any other service calls/repairs are not covered by this Limited Warranty. It also does not cover any portion or component of the system that is not supplied by Heat Controller, regardless of the cause of failure of such portion or component.

### LIMITED FIVE (5) YEAR LABOR ALLOWANCE

Labor is allowed for warranty service for a period of five (5) years from date of purchase when the unit is properly registered and commissioned according to the start-up procedure specified in the Installation/Operation Manual, and when the Geothermal Start-Up Certification form is completed and submitted to Heat Controller.

### CONDITIONS FOR WARRANTY COVERAGE

- Unit must be operated according to Heat Controller operating instructions included with the unit and cannot have been subjected to accident, alteration, improper repair, neglect or misuse, or an act of God (such as a flood)
- Installation was done by a trained, licensed or otherwise qualified geothermal dealer/contractor

OVER ►

- Performance cannot be impaired by use of any product not authorized by Heat Controller, or by any adjustments or adaptations to components
- Serial numbers and/or rating plate have not been altered or removed
- Damage has not been a result of inadequate wiring or voltage conditions, use during brown-out conditions, or circuit interruptions
- Air flow around any section of the unit has not been restricted
- Unit remains in the original installation
- Unit was not purchased over the internet

**DURATION OF WARRANTY & REGISTRATION**

The warranty begins on the date of purchase by the original consumer. The consumer must complete and return the warranty registration card or register at [www.heatcontroller.com](http://www.heatcontroller.com) within 90 days of purchase. The consumer must retain a receipted bill of sale as proof of warranty period. Without this proof, the express warranty begins on the date of shipment from the factory.

**REMEDY PROVIDED BY THE LIMITED EXPRESS WARRANTY**

The sole remedy under the Limited Warranty is replacement of the defective part. If replacement parts are required within the period of this warranty, Heat Controller replacement parts shall be used; any warranty on the replacement part(s) shall not affect the applicable original unit warranty. Ready access to the unit for service is the owner’s responsibility. Labor to diagnose and replace the defective part is not covered by this Limited Express Warranty. If for any reason the replacement part/product is no longer available during the warranty period, Heat Controller shall have the right to allow a credit in the amount of the current suggested retail price of the part/product instead of providing repair or replacement.

**LIMITATION OF LIABILITY**

1. There are no other express or implied warranties. Heat Controller makes no warranty of merchantability. We do not warrant that the unit is suitable for any particular purpose or can be used in buildings or rooms of any particular size or condition except as specifically provided in this document. There are no other warranties, express or implied, which extend beyond the description in this document.
2. All warranties implied by law are limited in duration to the 12-year term of the parts warranty. Your exclusive remedy is limited to the replacement of defective parts. **We will not be liable for any consequential or incidental damages caused by any defect in this unit.**

3. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. Some states do not allow limitation on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
4. No warranties are made for units sold outside the continental United States and Canada. Your distributor or final seller may provide a warranty on units sold outside these areas.
5. Heat Controller will not be liable for damages if our performance regarding warranty resolution is delayed by events beyond our control including accident, alteration, abuse, war, government restrictions, strikes, fire, flood, or other acts of God.

**HOW TO OBTAIN WARRANTY SERVICE OR PARTS**

If you have a warranty claim, notify your installer promptly. If he doesn’t take care of your claim, write to Heat Controller, P.O. Box 1089, Jackson MI 49204. Enclose a report of inspection by your installer or service person. Include model number, serial number, and date of purchase.

**Owner responsibilities are set forth in the instruction manual—read it carefully.**

*Save time and money—register purchase online at [www.heatcontroller.com](http://www.heatcontroller.com)*

Form No. 7954-1125 03/15

**LIMITED PRODUCT WARRANTY REGISTRATION**

The limited warranty for this unit begins on the date of purchase by the original consumer. Return this registration card or register at [www.heatcontroller.com](http://www.heatcontroller.com) within 90 days to record the date of purchase. If you don't register the purchase, the warranty begins on the date of shipment from the factory and you will not receive the benefit of the entire warranty term. Model and serial numbers can be found on the unit. By signing, the purchaser acknowledges that he or she has read the limited warranty for this unit.

**Register on-line or mail this card immediately.  
Retain the warranty for your records.**

**HZ SERIES TWO STAGE  
GEOTHERMAL HEAT PUMP**

Purchaser’s Signature—Read the warranty before signing \_\_\_\_\_ Date of Product Purchase \_\_\_\_\_

Purchaser’s Name (Please Print) \_\_\_\_\_

Purchaser’s Address \_\_\_\_\_ Apt. No. \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Postal Code \_\_\_\_\_

Model Number \_\_\_\_\_ Serial Number \_\_\_\_\_

Form No. 7954-1125 03/15