

# TAPPAN

Heating and Cooling Products

## Limited Warranty Quality Pledge

Warranty effective for equipment manufactured after January 1, 2013.

Dear Customer,

Congratulations on your decision to purchase the most reliable heating and cooling equipment. We are so confident in our product performance that we back it with the **Tappan** Quality Pledge:

\*If the **Compressor** in your **Tappan** outdoor cooling/heat pump unit fails to operate during the first ten years of ownership (one year for models designated by the prefix ES(\*), ET(\*), G\*, JS(\*), JT(\*), NS(\*), NT(\*)), under normal use and due to a defect in materials or workmanship, **NORDYNE** will replace the entire outdoor unit. A labor fee up to \$250 will be paid to the service company to replace the failed piece of above listed equipment. You are responsible for the balance of all labor charges.

If the **Heat Exchanger** in your **Tappan** package gas/electric unit or furnace fails to operate during the first ten years of ownership (one year for models designated by the prefix KG7\*), under normal use and due to a defect in materials or workmanship, **NORDYNE** will replace the package gas/electric unit or furnace. A labor fee up to \$250 will be paid to the service company to replace the failed piece of above listed equipment. You are responsible for the balance of all labor charges.

Pre-authorization and return of the defective unit are required.

Exclusions:

This Quality Pledge limited warranty must be registered within 60 days of the installation or occupancy. If registration is not completed within 60 days, the Quality Pledge reverts to 1 year, except for models designated by the prefix ES(\*), ET(\*), G\*, JS(\*), JT(\*), NS(\*), NT(\*) for which there will be no Quality Pledge if you do not register within this time frame.

If it is a split system unit, it must be installed at the same time as the **Tappan** manufactured and matched coil or air handler. The warranty period for the new unit continues from the original installation date of the previous unit.

The residence must be an owner-occupied, single family dwelling (apartment complexes are not covered under the Quality Pledge.)

\*Note: In the year 2010, air conditioning equipment will no longer be available with R-22 refrigerant. At that time an outdoor condensing unit replacement will require a system that is compatible with R-410A, the new refrigerant. The indoor evaporator coil and connecting line set will have to be replaced. The homeowner will be responsible for the expense of replacing the evaporator coil and line set. In lieu of replacing the evaporator coil and line set, the homeowner can elect to receive a new R-22 replacement compressor if available.

### ***Please Keep This Information With Your Copy of the Tappan Registration Form***

#### Important Information

Installer's Name
Phone Number
Purchase Date

#### Serial Numbers

Outdoor Unit
Indoor Unit
Furnace

To find out about other Tappan products,  
visit us at [www.tappan.net](http://www.tappan.net)

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# TAPPAN

## Heating and Cooling Products

Warranty effective for equipment manufactured after January 1, 2013.

### TEN YEAR LIMITED PARTS ONLY WARRANTY – (REQUIRES CONSUMER REGISTRATION)

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 **Tappan** distributor. The owner is responsible for all labor and refrigerant charges. Replacement parts are warranted only for the balance of the original Warranty Period. The "Warranty Period" is 10 years (except for heat exchangers which carry a limited lifetime warranty and "E" Series compressors in unmatched systems which carry a 5 year warranty) from the later of the date of original installation or when the residence is first occupied, if properly documented; otherwise the 10 year period commences on the date of shipment from **NORDYNE**, plus sixty days. **In order to be eligible for coverage under this warranty, you must register within 60 days of the later of installation or occupancy. If registration is not completed within 60 days, the Warranty Period reverts to:**

**5 year parts, 5 year compressor, 20 year heat exchanger**

ES(\*)/ET(\*)

The warranty period is 10 years (except for compressors in unmatched systems which carry a 5 year warranty period) from the later of the date of original installation or when the residence is first occupied, if properly documented; otherwise the 10 year period commences on the date of shipment from **NORDYNE**, plus sixty days. In order to be eligible for coverage under this warranty, you must register within 60 days of the later of installation or occupancy. If registration is not completed within 60 days, the warranty period reverts to 5 year parts.

**ACCESSORIES:** **Tappan** accessories such as thermostats, whole-home electronic air cleaners and humidifiers, etc. installed as part of the system, are covered under this 10 year limited parts warranty. The Warranty Period for any accessories added 30 days or more after initial system installation is **1 year**. Consumables related to accessories are not covered.

### THIS LIMITED WARRANTY NOT VALID FOR COMMERCIAL USE – SEE BELOW.

#### CONDITIONS AND EXCLUSIONS:

1. **Tappan** 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.
2. The base warranty (i.e. the warranty applicable to unregistered products) is transferable.
3. The residence must be an owner-occupied, single family dwelling. The upgraded registered warranty is not transferable.
4. Equipment ordered over the internet, other than from manufacturer, is not covered.
5. This **Tappan** equipment and/or **Tappan** 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.
6. This equipment must be operated in accordance with **NORDYNE's** operating instructions provided with each unit. The product must not be misused.
7. The equipment's rating plate must not be removed or defaced.
8. 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.
9. The units must be installed and located in the 50 United States or Canada. Puerto Rico and Mexico are excluded.
10. This warranty does not apply to parts that fail as a direct result of environmental influences.
11. 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.
12. 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.
13. Failures to equipment or compressors due to incorrect refrigerants 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.
14. Equipment that is not a properly matched system per manufacturer's recommendations or the Air Conditioning Heating Refrigeration Institute (AHRI) ratings is only warranted for 5 years.
15. Product registration is not required for the State of California or the Province of Quebec.
16. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
17. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.

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.****

Buyer protection plans are available through your **Tappan** dealer. This plan provides you with additional years of service protection including labor. The buyer protection plan must be purchased and submitted within one(1) year from the date the equipment was installed. Contact your **Tappan** dealer in your area for more details.

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**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 **Tappan** HVAC dealer or **Tappan** HVAC distributor in your area. If unable to obtain local assistance, please write or call:

**NORDYNE LLC., Attn: Warranty Department  
8000 Phoenix Parkway, O'Fallon, MO 63368  
Warranty Department Phone: 1-800-422-4328**

**Limited Warranty for Commercial Use.**

Commercial use of equipment changes the Warranty Period as follows:

Parts are warranted for a period of one year from the original purchase date.

Compressor: If any compressor fails due to a defect in material or workmanship within the first 5 years from the date of original purchase, a replacement compressor 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 **Tappan** distributor. The owner is responsible for all labor charges. Replacement parts are warranted only for the balance of the original limited warranty period.

Heat Exchanger Parts Coverage: 10 year limited warranty.

**All conditions and exclusions set forth above except item 3 apply to this limited commercial use warranty.**

**Consumer Product Registration**

**Register on-line at: [www.tappan.net](http://www.tappan.net)**

**Or, for assistance, please call 1-866-319-9592**

SAMPLE



# TAPPAN

Heating and Cooling Products

## Limited Warranty Quality Pledge

Warranty effective for equipment manufactured before January 1, 2013.

Dear Customer,

Congratulations on your decision to purchase the most reliable heating and cooling equipment. We are so confident in our product performance that we back it with the **Tappan** Quality Pledge:

\*If the Compressor in your **Tappan** outdoor cooling unit fails to operate during the first ten years of ownership (one year for models designated by the prefix ES(\*) or ET(\*)), under normal use and due to a defect in materials or workmanship, **NORDYNE** will replace the outdoor unit only. A labor fee up to \$250 will be paid to the service company to replace the failed piece of above listed equipment. You are responsible for the balance of all labor charges.

If the Heat Exchanger in your **Tappan** package gas/electric unit or furnace fails to operate during the first ten years of ownership (one year for models designated by the prefix KG7\*), under normal use and due to a defect in materials or workmanship, **NORDYNE** will replace the package gas/electric unit or furnace. A labor fee up to \$250 will be paid to the service company to replace the failed piece of above listed equipment. You are responsible for the balance of all labor charges.

Exclusions:

This Quality Pledge limited warranty must be registered within 60 days of the installation or occupancy. If registration is not completed within 60 days, the quality pledge reverts to 5 years, except for models designated by the prefix ES(\*) or ET(\*), for which there will be no Quality Pledge if you do not register within this time frame.

If it is a split system unit, it must be installed at the same time as the **Tappan** manufactured and matched coil or air handler. The warranty period for the new unit continues from the original installation date of the previous unit.

The residence must be an owner-occupied, single family dwelling (apartment complexes receive a commercial warranty - see attached.)

\*Note: In the year 2010, air conditioning equipment will no longer be available with R-22 refrigerant. At that time an outdoor condensing unit replacement will require a system that is compatible with R-410A, the new refrigerant. The indoor evaporator coil and connecting line set will have to be replaced. The homeowner will be responsible for the expense of replacing the evaporator coil and line set. In lieu of replacing the evaporator coil and line set, the homeowner can elect to receive a new R-22 replacement compressor if available.

**Please Keep This Information With Your Copy of the  
Tappan Registration Form**

### Important Information

Installer's Name
Phone Number
Purchase Date

### Serial Numbers

Outdoor Unit
Indoor Unit
Furnace

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# TAPPAN

## Heating and Cooling Products

Warranty effective for equipment manufactured before January 1, 2013

### TEN YEAR LIMITED WARRANTY

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 **Tappan** distributor. The owner is responsible for all labor and refrigerant charges. Replacement parts are warranted only for the balance of the original Warranty Period. The "Warranty Period" is 10 years (except for heat exchangers which carry a limited lifetime warranty and "E" Series compressor in unmatched systems which carry a 5 year warranty) from the later of the date of original installation or when the residence is first occupied, if properly documented; otherwise the 10 year period commences on the date of shipment from **NORDYNE**, plus sixty days. **In order to be eligible for coverage under this warranty, you must register within 60 days of the later of installation or occupancy. If registration is not completed within 60 days, the Warranty Period reverts to:**

**5 year parts, 5 year compressor, 20 year heat exchanger**

ES(+)/ET(+)

The warranty period is 10 years (except for compressors in unmatched systems which carry a 5 year warranty period) from the later of the date of original installation or when the residence is first occupied, if properly documented; otherwise the 10 year period commences on the date of shipment from **NORDYNE**, plus sixty days. In order to be eligible for coverage under this warranty, you must register within 60 days of the later of installation or occupancy. If registration is not completed within 60 days, the warranty period reverts to 5 year parts.

**ACCESSORIES:** **Tappan** accessories such as thermostats, whole-home electronic air cleaners and humidifiers, etc. installed as part of the system, are covered under this 10 year limited parts warranty. The Warranty Period for any accessories added 30 days or more after initial system installation is **1 year**. Consumables related to accessories are not covered.

### THIS LIMITED WARRANTY NOT VALID FOR COMMERCIAL USE – SEE BELOW.

#### CONDITIONS AND EXCLUSIONS:

1. **Tappan** 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.
2. The base warranty (i.e. the warranty applicable to unregistered products) is transferable.
3. The residence must be an owner-occupied, single family dwelling (apartment complexes receive a commercial warranty - see below).
4. Equipment ordered over the internet, other than from manufacturer, is not covered.
5. This **Tappan** equipment and/or **Tappan** 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.
6. This equipment must be operated in accordance with **NORDYNE's** operating instructions provided with each unit. The product must not be misused.
7. The equipment's rating plate must not be removed or defaced.
8. Failure and replacement caused by contamination from bacteria are excluded from warranty coverage. 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.
9. The units must be installed and located in the 50 United States or Canada. Puerto Rico and Mexico are excluded.
10. This warranty does not apply to parts that fail as a direct result of environmental influences.
11. 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.
12. 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.
13. Failures to equipment or compressors due to incorrect refrigerants 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.
14. Equipment that is not a properly matched system per manufacturer's recommendations or the Air Conditioning Heating Refrigeration Institute (AHRI) ratings is only warranted for 5 years.
15. Product registration is not required for the State of California or the Province of Quebec.

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.****

Buyer protection plans are available through your **Tappan** dealer. This plan provides you with additional years of service protection including labor. The buyer protection plan must be purchased and submitted within one(1) year from the date the equipment was installed. Contact your **Tappan** dealer in your area for more details.

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**NORDYNE LLC., Attn: Warranty Department  
8000 Phoenix Parkway, O'Fallon, MO 63368  
Warranty Department Phone: 1-800-422-4328**

**Limited Warranty for Commercial Use.**

Commercial use of equipment changes the Warranty Period as follows:

Parts are warranted for a period of one year from the original purchase date except for apartment complexes which are warranted for 5 years from the original purchase date.

Compressor: If any compressor fails due to a defect in material or workmanship within the first 5 years from the date of original purchase, a replacement compressor 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 **Tappan** distributor. The owner is responsible for all labor charges. Replacement parts are warranted only for the balance of the original limited warranty period.

Heat Exchanger Parts Coverage: 10 year limited warranty.

**All conditions and exclusions set forth above except item 3 apply to this limited commercial use warranty.**

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