

10. WARRANTY

Wolf Steel Ltd. products are manufactured under the strict Standard of the world recognized ISO 9001 : 2015 Quality Assurance Certificate. **Wolf Steel Ltd.** products are designed with superior components and materials assembled by trained craftsmen who take great pride in their work. The complete appliance is thoroughly inspected by a qualified technician before packaging to ensure that the product you receive is the quality you expect from **Wolf Steel Ltd.**

Condo Pack LIMITED WARRANTY

LIMITED WARRANTY

This heating/cooling appliance is warranted by Wolf Steel Ltd. (Condo Pack) to be free from defects in materials and workmanship under normal use and maintenance.

The Stainless Steel Heat Exchanger (Gas Furnace version) is warranted for a period of **20 years** (Parts only, shipping and warranty labor cost are not covered. Such cost are to covered by the owner of appliance).

For the first **10 years** of the warranty period Wolf Steel Ltd. will replace the entire furnace module if the Heat Exchanger fails (the Heat Exchanger shall be defined as the stainless steel components making up the primary and secondary exchange surfaces only; the plastic front manifold cover and gasket are NOT included as part of the Heat Exchanger) and all conditions and limitations of the warranty are met.

For the **11th through 20th year** of the warranty, replacement cost of the furnace module will be prorated.

All other covered components will be warranted for a period of **5 years** during which Wolf Steel Ltd. will cover the replacement of the component (Parts only, shipping and warranty labor cost are not covered. Such cost are to covered by the owner of appliance).

Components not covered by the warranty include consumables such as filters, fuses, driers, refrigerant and oils. Cabinetry components, grills and wiring components are also excluded from the warranty.

Obstacles (such as non-factory approved architectural louvers, brick pattern facades, etc.) or improper installation that causes restriction to the air flow, will decrease performance, cause premature equipment failure and void all warranties.

The warranty period begins at the date of the original installation and if this date cannot be verified, the warranty period begins 6 months after the manufacture date of the appliance (indicated by the first 4 numbers of the serial number).

The warranty is only valid when:

- the appliance has not been moved from its location of original install,
- has been installed by a licensed or qualified HVAC technician,
- was installed in accordance with the manufacturer's directions in the Installation and Operation Manual, and
- was installed in compliance with all industry standards, national and local codes.

Warranty claims must be authorized by Wolf Steel Ltd. recognized representative or agent; parts/components being claimed may need to be analyzed at a Wolf Steel Ltd. facility. Model number, serial number, description of defects (checklist), records of installation date and periodic maintenance are required to process claim.

All warranty service must be done by Wolf Steel Ltd. authorized service technicians using approved components.

Limitations:

Wolf Steel Ltd. is not responsible for:

1. Damages/Repairs/Costs incurred due to faulty installation or application.
2. Damages/Repairs/Costs caused by an installation that is not performed in compliance with all federal, provincial/state laws or regulations, and the Installation and Operation Manual.
3. Damage as a result of vandalism, freight damage, floods, fires, winds, lightening, and accidents, or any act of nature. Atmospheres contaminated by compounds of chlorine, halogenated hydrocarbons, or other damaging chemicals causing deterioration of components, or other conditions beyond the control of Wolf Steel.
4. Use of components or accessories not compatible with this appliance.
5. Products installed outside of Canada and the United States and its territories.
6. Routine maintenance, but not limited to, cleaning of the coils, filter cleaning and/or replacement and lubrication.
7. Damages/Repairs/Costs incurred because of the use of Parts not supplied or previously authorized by Wolf Steel.
8. Damages or repairs required as a result of improper use, maintenance, operation, servicing, cleaning or replacing filters.
9. Failure to operate due to interruption and/or inadequate electrical service.
10. Damages, defects or failures caused by accidents or negligent or unreasonable use or operation of the unit and its' components, including without limitation, operation beyond rated capacity and operation of electrical components at voltage other than that specified on the rating plate.
11. Wolf Steel will not in any event extend warranty coverage to any incidental, consequential or indirect damages.
12. Changes in the appearance of the unit that does not affect its performance.
13. Damages, defects or failures caused by operation of the unit in abnormal environmental conditions (i.e. salt air).
14. Damages, defects or failures caused by conditioned air (return air) supplied to the furnace being greater than 20% from out of doors (13 °C / 55 °F min. return air temperature).
15. Damages, defects or failures caused by operating air conditioner during periods when outdoor ambient temperatures fall below 13 °C / 55 °F.

ALL SPECIFICATIONS AND DESIGNS ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE DUE TO ON-GOING PRODUCT IMPROVEMENTS.
Napoleon® IS A REGISTERED TRADEMARK OF WOLF STEEL LTD.

FOR HOMEOWNERS FUTURE REFERENCE

Model and Serial Number _____
(Serial number located on inside bottom door)
Installation Date _____

Dealer Name _____
Dealer's City/Province-State/Postal-Zip Code _____
Telephone/Fax _____
E-mail Address _____

For further information about this warranty, contact Wolf Steel Ltd. Customer Solutions by phone: 1-866-820-8686 •
• by email: hvac@napoleon.com • or mail to: Wolf Steel Ltd., 24 Napoleon Road, Barrie, Ontario L4M 0G8 Canada.



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