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23-0000 HVAC Warranties – Phase 1

# LENNOX EQUIPMENT BASIC LIMITED WARRANTY APPLIES IN U.S.A. AND CANADA ONLY

**PLEASE READ DISPUTE RESOLUTION SECTION CAREFULLY, AS IT AFFECTS YOUR LEGAL RIGHTS**

**Failure to maintain equipment will void this Basic Limited Warranty.**

## BASIC LIMITED WARRANTY

### (Residential Applications only)

Subject to the terms herein, this Basic Limited Warranty covers Covered Components (defined below) within the following equipment (hereafter, referred to as the "Equipment"):

Equipment Type	Model Number
<b>Gas Furnaces</b>	EL180E, EL180NE, EL180NEK, EL195E, EL195NE, EL195NEK, EL196E, EL196EK, EL280, EL280E, EL280EK, EL296E, EL296V, EL297E, EL297EK, EL297V, EL297VK
<b>Oil Furnaces</b>	ELO183
<b>Electric Furnaces/ Heat Sections</b>	ECB29
<b>Air Handlers</b>	CBA27UHE, CBK47, CBX27UH, CBX32M
<b>Evaporator Coils</b>	C33, C35, CH23, CH33, CH35, CHX35, CK40, CR33, CRX35, CX35
<b>Air Conditioners</b>	EL15KC1, EL16KC1, EL16XC1, EL17XC1, EL18KCV, EL18XCV, EL22KCV, EL23XCV, XC13, XC14, XC16, XC20
<b>Heat Pumps</b>	EL15XP1, EL16KP1, EL16XP1, EL17XP1, EL18KSLV, EL18XPV, EL19KPV, EL21KLV, EL22XPV, XP13, XP14, XP16, XP20
<b>Accessories</b>	Enhanced Dehumidification Accessory (EDA) - Humiditrol, Refrigerant Detection System (RDS)

A "Residential Application" is a single or multi-family dwelling, which includes homes, townhomes, duplexes, apartments, and condominiums used primarily for personal, family, or household purposes. A "Non-Residential Application" refers to all premises that are not included in the definition of a Residential Application, including, but not limited to, all applications that are not primarily used for personal, family, or household purposes.

This Basic Limited Warranty only covers repair components contained within Equipment ("Covered Components"). It does NOT cover cabinets, cabinet pieces, unit accessories, driers, refrigerant, refrigerant line sets, belts, gaskets, wiring, fuses, oil nozzles, or consumable items/components that should be replaced as part of a regular maintenance program, such as lubricants and air filters.

**NOTE: The installation of a Replacement Component (defined below) under this Basic Limited Warranty does not extend the Warranty Period (defined below) of the underlying**

Equipment in which such component is installed. Notwithstanding the foregoing, in the event the manufacturing defect arises within Equipment that by its nature Replacement Components are not offered but rather full replacement Equipment is required (e.g., standalone indoor evaporator coil), replacement of such Equipment will result in a new Warranty Period only for such new Equipment.

### LIMITED WARRANTY PERIOD:

For Equipment installed and used in a Residential Application, this Basic Limited Warranty begins on the date the Equipment is originally installed and ends as set forth below (the "Warranty Period"). If the date of original installation cannot be verified, the Warranty Period begins six (6) months after the date of manufacture, unless otherwise prohibited by law. Notwithstanding the above, when Equipment is installed in a newly constructed home, the Warranty Period begins on the closing date of purchase from the builder. Proof of closing may be required at Lennox's sole discretion.

### FIVE-YEAR LIMITED WARRANTY

#### (Residential Applications)

Covered Components (except for heat exchangers and compressors which are covered as outlined separately) are covered by this Basic Limited Warranty for a period of five (5) years from installation (existing homes) or closing date (new construction) when installed in a Residential Application.

### ONE-YEAR LIMITED WARRANTY

#### (Non-Residential Applications)

Covered Components (except for heat exchangers and compressors which are covered as outlined separately) are warranted by Lennox for a period of one (1) year when installed in a Non-Residential Application.

### LIMITED WARRANTY PERIOD

#### (for heat exchangers and compressors)

Notwithstanding the above, heat exchangers and compressors within the following Equipment are warranted by Lennox for the following periods:

Equipment Model Number	Warranty Period for Heat Exchanger Only
EL180E, EL180NE, EL180NEK, EL280, EL280E, EL280EK	Twenty (20) years -- Residential Applications; Ten (10) years -- Non-Residential Applications
EL195E, EL195NE, EL195NEK, EL196E, EL196EK, EL296E, EL296V, EL297E, EL297EK, EL297V, EL297VK, ELO183	Limited Lifetime -- Original Owner in Residential Applications; Twenty (20) years -- Subsequent Owners in Residential Applications*; Ten (10) years -- Non-Residential Applications

\*Unless prohibited by law

Equipment Model Number	Warranty Period for Compressor Only
EL15KC1, EL15XP1, EL16KC1, EL16KP1, EL16XC1, EL16XP1, EL17XC1, EL17XP1, EL18KCV, EL18KSLV, EL18XCV, EL18XPV, EL19KPV, EL21KLV, EL22KCV, EL23XCV, EL22XPV, XC13, XC14, XC16, XC20, XP13, XP14, XP16, XP20	Ten (10) years -- Residential Applications; Five (5) years -- Non-Residential Applications

Equipment Model Number	Warranty Period for Evaporator Coil Only
C33, C35, C37, CH23, CH35, CH33, CHX35, CK40, CR33, CRX35, CX34, CX35, CX38	Ten (10) years -- When matched with Dave Lennox Signature® Collection air conditioners or heat pumps

### LIMITED WARRANTY COVERAGE

Subject to the terms and conditions herein, if, during the Warranty Period, a Covered Component in the Equipment fails solely because of a manufacturing defect, Lennox will provide a replacement component (a "Replacement Component") to the Owner through a Lennox dealer or other licensed HVAC contractor. The Owner will be responsible for all shipping, freight, and handling charges, as well as all fees and costs arising out of or relating to the warranty service, including, but not limited to, all trip charges, labor costs, and other costs relating to diagnostic calls or to removing, repairing, servicing, or replacing any Covered Component. For a period of ninety(90) days after a warranty claim is filed under this Basic Limited Warranty, the Owner is responsible for surrendering the failed Covered Component(s) to Lennox upon request. Lennox's sole responsibility under this Basic Limited Warranty is to provide a Replacement Component as set forth above. In the event that any Covered Component is not available, Lennox will, at its option, provide a substitute component or allow the Owner to purchase equivalent Lennox equipment at a reduced price off the Lennox list price in effect on the date of the failure. To obtain new Equipment at a reduced price per the terms of this paragraph, such new Equipment must be purchased through and installed by an independent Lennox dealer listed at [www.lennox.com](http://www.lennox.com). Lennox's offer to allow Owner to purchase new Equipment at a reduced price applies solely to the specific Equipment containing the Covered Component that is unavailable and does not extend to any other Equipment, Covered Components, or other parts thereof even if such Equipment, Covered Component, or part is needed because (i) it is a required accessory or (ii) incompatibility of the new replacement Covered Component with the existing Equipment, Covered components, or parts thereof.

Both Lennox and the Owner of the Equipment are bound by this Basic Limited Warranty.

### MAKING A WARRANTY CLAIM

To make a warranty claim, the Owner must contact an independent Lennox dealer or a licensed HVAC contractor. An independent Lennox dealer may be located by accessing [www.lennox.com](http://www.lennox.com), e-mailing Lennox at [www.lennox.com/help/contact-us/warranty](mailto:www.lennox.com/help/contact-us/warranty) (click on "E-mail our Contact Center"), or by calling Lennox at

1-800-9-Lennox. You must contact the Lennox dealer or HVAC contractor pursuant to this paragraph prior to the Warranty Period's expiration for the claim to be eligible for limited warranty coverage. All warranty claims must be submitted within forty-five (45) days of the applicable Covered Component's failure date. The failure to submit a warranty claim within such forty-five (45) day period will result in the denial of a claim. Lennox has no liability whatsoever in the event that Owner or Owner's dealer or HVAC contractor fails to timely and/or properly file a claim hereunder.

When warranty coverage is requested, the Owner must provide, and the Lennox dealer or HVAC contractor must collect, the following:

- 1 - The Equipment model and serial number;
- 2 - The Owner's name and location of the Equipment;
- 3 - The date of original Equipment installation (existing homes) or closing date (new construction);
- 4 - An accurate description of the problem.

*NOTE - Proof of prior maintenance and purchase may also be required at Lennox's sole discretion.*

### LIMITATION OF LIABILITIES, DISCLAIMER OF WARRANTIES AND RESPONSIBILITY FOR DAMAGES

EXCEPT AS EXPRESSLY PROVIDED IN THIS BASIC LIMITED WARRANTY, LENNOX MAKES NO WARRANTY, EXPRESS OR IMPLIED, TO ANYONE AS TO FITNESS FOR ANY PURPOSE, MERCHANTABILITY, DESIGN, CONDITION, CAPACITY, PERFORMANCE, OR ANY OTHER ASPECT OF THE EQUIPMENT OR ITS MATERIAL, COMPONENTS, OR WORKMANSHIP. LENNOX DISCLAIMS ALL EXPRESS AND IMPLIED WARRANTIES TO THE FULL EXTENT PERMITTED BY LAW. ALL IMPLIED WARRANTIES WHICH MAY EXIST, NOTWITHSTANDING THIS DISCLAIMER, ARE LIMITED TO THE DURATION OF THIS BASIC LIMITED WARRANTY AS APPLICABLE TO EACH COVERED COMPONENT. THIS BASIC LIMITED WARRANTY IS MADE IN LIEU OF ALL OTHER GUARANTEES, WARRANTIES, REPRESENTATIONS, CONDITIONS, OBLIGATIONS, OR LIABILITIES, EXPRESS OR IMPLIED. OWNER ACKNOWLEDGES AND AGREES THAT IN DECIDING TO PURCHASE THE EQUIPMENT COVERED BY THIS LIMITED WARRANTY, IT (1) HAS NOT RELIED ON ANY STATEMENTS OR REPRESENTATIONS OF ANY KIND THAT ARE NOT CONTAINED WITHIN THIS BASIC LIMITED WARRANTY; AND (2) WAS UNDER NO COMPULSION AND HAD THE ABILITY TO PURCHASE EQUIPMENT FROM OTHER MANUFACTURERS.

TO THE FULLEST EXTENT PERMITTED BY LAW, LENNOX SHALL NOT BE LIABLE, IN CONTRACT OR TORT, (INCLUDING NEGLIGENCE), BY STATUTE OR REGULATION, OR OTHERWISE, FOR (I) ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES; (II) ANY LOSS, DAMAGE, OR INJURY TO PERSONS (INCLUDING DEATH); (III) ANY LOSS, DAMAGE OR INJURY TO PROPERTY, OR THINGS; OR (IV) FOR DAMAGES OF ANY KIND OR NATURE INCLUDING, BUT NOT LIMITED TO, BUSINESS INTERRUPTION, LOSS OF BUSINESS VALUE, INCONVENIENCE, OR LOSS OF ANTICIPATED PROFITS OR SAVINGS. THIS PARAGRAPH APPLIES TO ALL DISPUTES (AS DEFINED BELOW) AND ALL CLAIMS OF ANY KIND, INCLUDING, BUT NOT LIMITED TO NEGLIGENCE CLAIMS. FURTHER, THIS PARAGRAPH APPLIES TO BOTH LENNOX AND OWNER. LENNOX SHALL NOT BE LIABLE FOR THE COST OF ANY WORK DONE BY THE OWNER OR OTHERS TO THE EQUIPMENT.

**THIS LIMITATION OF LIABILITY AND DISCLAIMER LIMITS, EXCLUDES AND WAIVES SPECIFIC LEGAL RIGHTS AND CLAIMS. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION, WAIVER, LIMITATION OF EXPRESS OR IMPLIED WARRANTIES OR OTHER LIMITATIONS, EXCLUSIONS, AND WAIVERS CONTAINED HEREIN (E.G., THE LIMITATION OF LIABILITY FOR GROSS NEGLIGENCE OR INTENTIONAL MISCONDUCT). IN SUCH JURISDICTIONS, THE LIMITATIONS DISCLAIMERS, WAIVERS, AND EXCLUSIONS THAT ARE NOT PERMITTED UNDER THE APPLICABLE JURISDICTION'S LAWS DO NOT APPLY TO OWNER'S WHO RESIDE THEREIN, BUT ALL PERMISSIBLE LIMITATIONS, DISCLAIMERS, WAIVERS, AND EXCLUSIONS SHALL APPLY. THE OWNER MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY BY JURISDICTION.**

## **EXCLUSIONS**

The following limitations and exclusions apply to this Basic Limited Warranty:

- 1 - Replacement Components will not be provided under this Basic Limited Warranty unless the Equipment containing the defective Covered Component is properly installed and maintained by a licensed professional HVAC installer or licensed HVAC contractor in accordance with Lennox's installation, operation, and maintenance instructions, which are provided with the Equipment or available by contacting Lennox.
  - 2 - Replacement Components will not be provided under this Basic Limited Warranty if the Equipment containing the defective Covered Component is moved after its initial installation.
  - 3 - Replacement Components will not be provided under this Basic Limited Warranty unless all repairs of the Equipment containing the defective Covered Component are made by a licensed professional HVAC installer or licensed HVAC contractor using manufacturer-specified service components.
  - 4 - This Basic Limited Warranty does not cover Equipment that does not meet and/or is installed in violation of regional government standards or other government requirements.
  - 5 - Replacement Components will not be provided under this Basic Limited Warranty for any systems that are not AHRI-matched systems.
  - 6 - This Basic Limited Warranty does not cover damage or defect resulting, in whole or in part, from:
    - a - Any act of God, including, but not limited to, fire, floods, wind, lightning, hurricanes, tornadoes, or earthquakes;
    - b - Mold, animals, insects, or bodily fluids;
    - c - Installation or operation in a corrosive atmosphere, or otherwise in contact with corrosive materials (e.g., chlorine, fluorine, salt, recycled waste water, urine, fertilizers, or other damaging substances, body fluids, or chemicals);
    - d - Accident, misuse, neglect, abuse, vandalism, theft, or unreasonable use or operation of the Equipment or Covered Component, including, but not limited to, operation of electrical equipment at voltages other than in the range specified on the unit nameplate (includes damages caused by brownouts);
    - e - Service performed or repairs made by anyone other than a licensed professional HVAC installer or contractor or any modification, change, or alteration of the Equipment or Covered Component, except as directed in writing by Lennox;
  - f - Operation with system components (indoor unit, outdoor unit, and refrigerant control devices) that do not match or meet the specifications recommended by Lennox;
  - g - Use of accessories or additives that have not been approved by Lennox that are installed on or in the Equipment;
  - h - Operation of a system without the required filter drier. The filter drier must be replaced anytime the refrigerant circuit has been opened;
  - i - Use of contaminated or alternate refrigerant;
  - j - Operation of furnace with continuous return air temperature of less than 60°F (or 55°F when furnace is operated overnight in setback mode);
  - k - Damage caused by frozen or broken water pipes;
  - l - Operation of a furnace field-installed downstream from a cooling coil;
  - m - Transit, delivery, packing, unpacking, assembly, installation, or removal;
  - n - Using or operating Equipment or other components thereof in a manner that is inconsistent with either its design or the way the manufacturer intended it to be used.
- 7 - This Basic Limited Warranty does not apply to cosmetic defects or damages or failures of non-operational components that do not materially inhibit the Equipment's proper operation and performance.
  - 8 - Replacement Components will not be provided under this Basic Limited Warranty for Equipment where the serial or model number plate is removed, defaced, or made illegible.
  - 9 - This Basic Limited Warranty does not apply to any repairs, services, or alterations needed to meet compliance with or changes in federal, state, or local codes or regulations.
  - 10 - This Basic Limited Warranty does not apply to, nor is any warranty offered by Lennox for, any Equipment or Covered Components that have been stolen or have been ordered over the Internet, by telephone, or other electronic means, unless the dealer or licensed HVAC installer selling the Equipment or Covered Components over the Internet, by telephone, or other electronic mean, is also the installing contractor or a Lennox authorized on-line reseller selling the Equipment or Covered Components over the Internet, by telephone, or other electronic means, sells to a licensed professional HVAC installer or licensed HVAC contractor.
  - 11 - Lennox will not pay electricity or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever, including additional or unusual use of supplemental electrical heat. This Basic Limited Warranty also does not cover lodging expenses.
  - 12 - Lennox shall not be responsible for any default or delay in performance under this Basic Limited Warranty caused by any factor or contingency outside of its control.

This Basic Limited Warranty gives the Owner specific legal rights,

as described herein, and the Owner may have other rights which vary by state.

## **DISPUTE RESOLUTION**

### **NOTE - PLEASE READ THIS SECTION CAREFULLY AS IT AFFECTS YOUR RIGHTS AND THE RESOLUTION OF DISPUTES**

**Some jurisdictions do not allow mandatory arbitration provisions or class action waivers. In such jurisdictions, the provisions (or, as applicable, portions thereof) not permitted under the jurisdiction's laws do not apply, but all permissible provisions shall apply. The Owner may have other rights that may vary by jurisdiction.**

***INDIVIDUAL ARBITRATION NOTICE: BY PURCHASING EQUIPMENT, REGISTERING THE EQUIPMENT OR MAKING A CLAIM UNDER THIS BASIC LIMITED WARRANTY, THE OWNER IS AGREEING THAT ALL DISPUTES BETWEEN THE OWNER AND LENNOX SHALL BE RESOLVED BY BINDING, INDIVIDUAL ARBITRATION, AS MORE FULLY OUTLINED BELOW.***

1 - **Contact Lennox:** Please report any Dispute (defined in items 1 and 2 on page 5) to:

Lennox Industries Inc.  
ATTN: Consumer Affairs  
P.O. Box 799900  
Dallas, TX 75379-9900

2 - **Mandatory Arbitration: Both the Owner and Lennox agree that all Disputes must be resolved exclusively through final and binding arbitration, and not by a court or jury; however, the Owner or Lennox may assert claims in small claims court if (i) the claims qualify for small claims court, (ii) the matter remains in small claims court, and (iii) the matter proceeds only on an individual (not a class or representative) basis.**

Both the Owner and Lennox waive the right to a trial by jury and any right to have a Dispute heard in court. Instead, all Disputes must be resolved in arbitration by a neutral third-party arbitrator. In arbitration, Disputes are resolved by an arbitrator instead of a judge or jury, discovery is more limited than in court, and the arbitrator's decision is subject to limited review by courts. However, the arbitrator must follow the law and subject to the terms herein, can award the same damages as in court, including monetary damages, injunctive relief, declaratory relief, and other relief. The arbitrator's award can be confirmed in any court of competent jurisdiction.

A single arbitrator, with the American Arbitration Association ("AAA"), will conduct the arbitration, and the award may not exceed the type, scope, or amount of relief allowed by applicable law. The arbitration will be conducted in the county of the Owner's residence or other mutually agreed location. For claims of \$50,000 or less, the AAA's Supplementary Procedures for consumer-related Disputes will apply. For claims over \$50,000, the AAA's Commercial Arbitration Rules will apply. If either set of rules is not available, the AAA rules applicable to consumer Disputes apply. The AAA's rules and a form initiating arbitration proceedings are available at [www.adr.org](http://www.adr.org) or by calling 1-800-778-7879.

This arbitration provision is subject to the Federal Arbitration Act ("FAA"), which governs its interpretation and enforcement. To the extent the FAA does not apply to any Dispute, the laws of the State of Texas, without regard to

principles of conflicts of law, will apply. The arbitrator will decide all issues of interpretation and application of this Dispute Resolution section, the arbitration provision, and this Basic Limited Warranty, with the exception of deciding whether the Arbitration Class Action Waiver in Paragraph 2a is valid or enforceable. Except as expressly stated in Paragraph 2a, a court will resolve any question regarding the validity or enforceability of Paragraph 2a. This Dispute Resolution section will survive termination of this Basic Limited Warranty. The requirement to arbitrate shall be broadly interpreted.

a - **Arbitration Class Action Waiver (for all states other than California):** The Owner and Lennox agree that arbitration will proceed solely on an individual basis and no Dispute will be arbitrated as a class action, consolidated with the claims of any other party, or arbitrated on a consolidated, representative, or private attorney general basis. Unless the Owner and Lennox agree otherwise in writing, the arbitrator's authority to resolve and make awards is limited to Disputes between the Owner and Lennox. The arbitrator's award or decision will not affect issues or claims involved in any proceeding between Lennox and any person or entity who is not a party to the arbitration. The arbitrator may award monetary, declaratory, or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. The arbitrator's award, if any, will not apply to any person or entity that is not a party to the arbitration.

A court, not the arbitrator, will decide any questions regarding the enforceability of this Paragraph 2a. If a court deems any portion of this Paragraph 2a invalid or unenforceable, the entire arbitration provision in Paragraph 2 (other than this sentence) will be null and void and not apply. For the avoidance of doubt, in no event shall an arbitration occur on a class action or collective basis.

**Arbitration Class Action Waiver (for California):** The Owner and Lennox agree that arbitration will proceed solely on an individual basis and no Dispute will be arbitrated as a class action, consolidated with the claims of any other party, or arbitrated on a consolidated, representative, or private attorney general basis; provided, however, that the Owner shall be permitted to seek and obtain public injunctive relief in arbitration. Unless the Owner and Lennox agree otherwise in writing, the arbitrator's authority to resolve and make monetary damage awards is limited to Disputes between the Owner and Lennox. The arbitrator may award monetary relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. The arbitrator's monetary award, if any, will not apply to any person or entity that is not a party to the arbitration. A court, not the arbitrator, will decide any questions or disputes regarding the enforceability of this Arbitration Class Action Waiver other than a dispute over whether this Arbitration Class Action Waiver is enforceable under *McGill v. Citibank, N.A.*, 2 Cal 5th 945 (2017) and related case law (that question shall be determined by an arbitrator). If a court deems any portion of this Arbitration Class Action Waiver invalid or unenforceable, the entire arbitration provision (other than this sentence) will be null

and void and not apply. If an arbitrator deciding the McGill issue finds that this Arbitration Class Action Waiver is unenforceable, then the entire arbitration provision (other than this sentence and the preceding sentence) shall be null and void. For the avoidance of doubt, in no event shall an arbitration occur on a class action or collective basis.

- b - **Agency Proceedings:** This arbitration agreement does not preclude the Owner from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Lennox on the Owner's behalf.
- c - **Fees and Costs:** If the Owner's total damage claims in an arbitration are \$25,000 or less, not including the Owner's attorney fees ("Small Arbitration Claim"), the arbitrator may, if the Owner prevails, award the Owner's reasonable attorney fees, expert fees, and costs (separate from Arbitration Costs as defined below), but may not grant Lennox its attorney fees, expert fees, or costs (separate from Arbitration Costs) unless the arbitrator determines that the Owner's claim was frivolous or brought in bad faith. In a Small Arbitration Claim case, Lennox will pay all arbitration filing, administrative, and arbitrator costs (together, "Arbitration Costs"). The Owner must submit any request for payment of Arbitration Costs to the AAA at the same time the Owner submits its Demand for Arbitration. However, if the Owner wants Lennox to advance the Arbitration Costs for a Small Arbitration Claim before filing, Lennox will do so at the Owner's written request which must be sent to Lennox at the address in paragraph 1. In a Small Arbitration Claim case, Lennox agrees that the Owner may choose to have the arbitration carried out based only on documents submitted to the arbitrator or by a telephonic hearing unless the arbitrator requires an in-person hearing. If the Owner's total damage claim in an arbitration exceeds \$25,000, not including the Owner's attorney fees ("Large Arbitration Claim"), the arbitrator may award the prevailing party its reasonable attorneys' fees and costs, or it may apportion attorneys' fees and costs between the Owner and Lennox (such fees and costs being separate from Arbitration Costs). In a Large Arbitration Claim case, if the Owner is able to demonstrate that the Arbitration Costs will be prohibitive as compared to the costs of litigation, Lennox will pay as much of the Arbitration Costs as the arbitrator deems necessary to prevent the arbitration from being cost-prohibitive. In the event the laws of a specific jurisdiction do not permit the terms contained within this Paragraph 2(c), then this Paragraph 2(c) shall not apply to Owners who reside in that jurisdiction. Further, in the event that the laws of a jurisdiction require Lennox to be responsible for any arbitration fees, costs, or expenses, Lennox shall comply with such jurisdiction's laws.
- d - **Mass Arbitration (for residents outside of California only):** A "Mass Arbitration" shall be defined as any one of the following: (i) the same lawyer or law firm, alone or with other lawyers or law firms, files or causes to be filed 30 or more Small Arbitration Claims and/or Large Arbitration Claims within a thirty-day period; (ii) the same lawyer or law firm, alone or with other lawyers or law firms, files or causes to be filed 50 or more Small Arbitration Claims and/or Large Arbitration Claims within a sixty-day period;

(iii) the same lawyer or law firm, alone or with other lawyers or law firms, serves as counsel (regardless of whether the lawyer or law firm is counsel of record) for 30 or more persons who file a Small Arbitration Claim and/or Large Arbitration Claim within a thirty-day period; or (iv) the same lawyer or law firm, alone or with other lawyers or law firms, serves as counsel (regardless of whether the lawyer or law firm is counsel of record) for 50 or more persons who file a Small Arbitration Claim and/or Large Arbitration Claim within a sixty-day period. In the event of a Mass Arbitration, notwithstanding anything to the contrary in subpart (c) above, Lennox shall (i) not be required to advance or pay Arbitration Costs for any arbitration and (ii) may be awarded its reasonable attorney fees, expert fees, and costs if it prevails (without having to show that the Owner's claim was frivolous or in bad faith). The immediately preceding sentence shall apply only to only those arbitrations that are filed once the definition of Mass Arbitration is met. Thus, by way of example, if the same law firm files 35 Small Arbitration Claims within a thirty-day period, the first 29 Small Arbitration Claims shall be governed by subpart 2(c) and the last six Small Arbitration Claims (i.e., arbitration numbers 30 through 35) shall be governed by this subpart 2(d). Once a law firm or lawyer is deemed part of a Mass Arbitration, all Small Arbitration Claims and Large Arbitration claims he/she/it files, assists in filing, or causes to be filed shall be governed by this subpart (d) unless and until the law firm or lawyer does not file, assists in filing, or causes to be filed any Small Arbitration Claims or Large Arbitration Claims for a period of one year. In the event that a jurisdiction prohibits any of the terms contained in this Mass Arbitration provision, then this Mass Arbitration provision shall not apply to Owners who reside in that jurisdiction.

- e - **OPT OUT: BOTH AN ORIGINAL AND SUBSEQUENT OWNER MAY OPT OUT OF ARBITRATION PROVIDING WRITTEN NOTICE ("THE OPT-OUT NOTICE") TO LENNOX** that is post-marked no later than 30 calendar days after the Owner's purchase of the equipment (in the case of the original owner) or purchase of the premises at which the equipment was originally installed (in the case of a subsequent owner). The Opt-Out Notice must be mailed to Lennox at:

Lennox Industries Inc.  
ATTN: Consumer Affairs  
P.O. Box 799900  
Dallas, TX 75379-9900

The Opt-Out Notice must state (i) the Owner's name and address, and that the Owner opts out of arbitration, (ii) the date that the Owner purchased the Equipment (if the original owner) or the premises where the Equipment was originally installed (in the case of a subsequent owner), (iii) the Equipment's model name and number, (iv) the Equipment serial number (which can be found on the unit nameplate), and (v) that the Owner elects to opt out of arbitration. The Owner must sign the Opt-Out Notice personally and not through another person or entity, and the Opt-Out Notice will apply only to the person or entity that signs it. Neither the Owner nor any other person or entity can opt out of arbitration on behalf of anyone else. Providing a timely Opt-Out Notice is the only way to opt out of arbitration. Opting out of arbitration will not affect this Basic Limited Warranty, and

the Owner will continue to enjoy the benefits of this Basic Limited Warranty if the Owner opts out of arbitration.

**Any Opt-Out Notice received after the opt out deadline will not be valid.**

- 3 - **Non-Arbitration Class Action and Jury Waiver:** If for any reason any Dispute proceeds in court rather than arbitration, the Owner and Lennox waive any right to a jury trial, and the Dispute will proceed solely on an individual, non-class, non-representative basis. Neither the Owner nor Lennox may be a class representative or class member or otherwise participate in any class, consolidated, private attorney general, or representative proceeding; provided, however, that in California an individual can seek and obtain public injunctive relief.
- 4 - **Severability:** If any provision of this Basic Limited Warranty shall be held by an arbitrator or a court of competent jurisdiction to be illegal, invalid, or unenforceable, the parties intend for that provision to be amended and construed in a manner designed to effectuate the purposes of that provision to the fullest extent permitted by law. If a provision cannot be so amended or construed, it will be severed, and the remaining provisions shall remain unimpaired, valid, and in full force and effect to the fullest extent permitted by law and shall be interpreted so as to best reasonably effect the intent of the parties. To the extent there is a conflict between this severability clause and the severability clause in paragraph 2(a), the clause in paragraph 2(a) shall govern. For the avoidance of doubt, the severability clause shall not be used in a manner that permits the Owner to bring a class or collective action.
- 5 - **Survival:** All terms under the (i) Limitation of Liability, Disclaimer of Warranties and Responsibility for Damages; (ii) Exclusions; and (iii) Dispute Resolution sections shall survive the expiration and termination of this Basic Limited Warranty.

## DEFINITIONS

In addition to the terms defined above, the following definitions will apply to this Basic Limited Warranty:

- 1 - The terms "Dispute" and "Disputes" will be broadly interpreted to include any claims, causes of action, disagreements, or controversies that the Owner and Lennox had, have, or may have against each other, whether based in contract or tort (including negligence) or on a statute or regulation or any other legal theory, including, without limitation, all claims, causes of action disagreements, or controversies related in any way to or arising in any way out of:
  - a - the Equipment and Covered Components covered by this Basic Limited Warranty;
  - b - any other Lennox equipment, component, or service;
  - c - any Lennox advertising, representation, or marketing;
  - d - any contract, warranty, or other agreement the Owner had or in the future has with Lennox;
  - e - any Lennox billing or other policy or practice;
  - f - any action or inaction by any Lennox officer, director, employee, agent, or other representative relating to any Lennox equipment, component, marketing, representation, or service;
  - g - any claims the Owner brings against a third party (such as a distributor, dealer, or repair service) that are based on, relate to, or in any way arise out of any Lennox equipment, component, marketing, representation, or service;
  - h - any claims Lennox brings against the Owner; and
  - i - any aspect of the relationship between the Owner and Lennox.
- 2 - "Dispute" and "Disputes" includes claims, causes of action,

disagreements, or controversies that arose at any time, including before this Basic Limited Warranty became operative and after this Basic Limited Warranty is terminated.

- 3 - "Lennox" refers to Lennox International Inc., and Lennox Industries Inc., as well as their parents, affiliated companies, related companies, subsidiaries, divisions, departments, business units, representatives, predecessors in interest, successors, and assigns.
- 4 - "Basic Limited Warranty" refers to this document.
- 5 - "Owner" refers to (i) the person or entity that originally purchased the Equipment from a Lennox dealer or other licensed professional HVAC contractor; and (ii) (excluding leased equipment) during the Warranty Period, the owner(s) and subsequent owner(s) of the premises where the Equipment is originally installed.

## EQUIPMENT INFORMATION

### NOTE TO CUSTOMER

**Please complete information below and retain this warranty for records and future reference. As well, retain proof of commissioning documentation from the installer.**

Unit Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

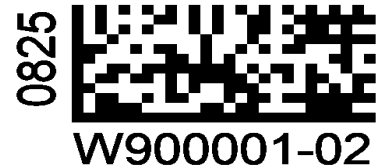
Installing Contractor: \_\_\_\_\_

Installation Date: \_\_\_\_\_ Phone: \_\_\_\_\_



P.O. Box 799900, Dallas, TX 75379-9900

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Supersedes W900001-02... 5/1/2025



# LENNOX EQUIPMENT BASIC LIMITED WARRANTY APPLIES IN U.S.A. AND CANADA ONLY

**PLEASE READ DISPUTE RESOLUTION SECTION CAREFULLY, AS IT AFFECTS YOUR LEGAL RIGHTS**

**Failure to maintain equipment will void this Basic Limited Warranty.**

## **BASIC LIMITED WARRANTY**

### **(Residential Applications only)**

Subject to the terms herein, this Basic Limited Warranty covers components within the following equipment (hereafter, referred to as the "Equipment"):

Equipment Type	Model Number
Smart Thermostats	E30, M30, S30, S40
Programmable Thermostats	CS3000, CS5500, CS7500
Zoning Systems	LZSV(Harmony III™), Lennox Smart Zoning System(iHarmony®), LZS1(LZP-2), LZS2(LZP-4)
Accessories	Equipment Interface Module, Smart Room Sensor, Wireless Extender

A "Residential Application" is a single or multi-family dwelling, which includes homes, duplexes, apartments, and condominiums used primarily for personal, family, or household purposes. A "Non-Residential Application" refers to all premises that are not included in the definition of a Residential Application, including, but not limited to, all applications that are not primarily used for personal, family, or household purposes.

This Limited Warranty covers repair components only. It does NOT cover wiring.

**NOTE: The installation of a replacement component under this Basic Limited Warranty does not extend the Warranty Period of the underlying Equipment in which such component is installed. Notwithstanding the foregoing, in the event the manufacturing defect arises within Equipment that by its nature replacement components are not offered but rather full replacement equipment is required (e.g., standalone indoor evaporator coil), replacement of such equipment will result in a new Warranty Period only for such new equipment.**

### **LIMITED WARRANTY PERIOD:**

For Equipment installed and used in a Residential Application, This Basic Limited Warranty begins on the date the Equipment is originally installed and ends as set forth below (the "Warranty Period"). If the date of original installation cannot be verified, the Warranty Period begins six (6) months after the date of manufacture, unless otherwise prohibited by law. Notwithstanding the above, when Equipment is installed in a newly constructed home, the Warranty Period begins on the closing date of purchase from the builder. Proof of closing may be required.

## **FIVE-YEAR LIMITED WARRANTY**

### **(Residential Applications)**

**Applies ONLY to CS5500, CS7500, E30, M30 Thermostats, LZSV(Harmony III), Lennox Smart Zoning System(iHarmony), LZS1(LZP-2) and LZS2(LZP-4) Zoning Systems, Zone dampers, Equipment Interface Module Equipment installed in Residential Applications.**

The covered components in the Equipment are warranted by Lennox for a period of five (5) years when installed in a "Residential Application." A Residential Application refers to a single- or multi-family dwelling, which includes homes, duplexes, apartments and condominiums used for personal, family or household purposes.

## **TWO-YEAR WARRANTY**

**Applies ONLY to CS3000 Thermostats installed in Residential Applications.**

The covered components in the Equipment are warranted by Lennox for a period of two (2) years when installed in a "Residential Application." A Residential Application refers to a single- or multi-family dwelling, which includes homes, duplexes, apartments and condominiums used for personal, family or household purposes.

## **TEN-YEAR WARRANTY**

**Applies ONLY to S30 (installed on or after 10/1/21) and S40 Smart Thermostats, Smart Room Sensor and Wireless Extender in Residential Applications.**

The covered components in the Equipment are warranted by Lennox for a period of ten (10) years when installed in a "Residential Application." A Residential Application refers to a single- or multi-family dwelling, which includes homes, duplexes, apartments and condominiums used for personal, family or household purposes.

## **ONE-YEAR WARRANTY**

**Applies to All Covered Equipment installed in Non-Residential Applications.**

The covered components in the Equipment are warranted by Lennox for a period of one (1) year when installed in a "Non-Residential Application." A Non-Residential Application refers to all premises that are not included in the definition of a Residential Application, including all applications that are not for personal, family or household purposes.

## **WARRANTY COVERAGE**

Subject to the terms and conditions herein, if, during the Warranty Period, a Covered Component in the Equipment fails solely because of a manufacturing defect, Lennox will provide a replacement component to the Owner through a Lennox dealer or other licensed HVAC contractor. The Owner will be responsible for all shipping, freight, and handling charges, as well as all fees and costs arising out of or relating to the warranty service, including, but not limited to, all trip charges, labor costs, and other costs involved in diagnostic calls or in removing, repairing, servicing, or replacing

any component. For a period of 90 days after a warranty claim is filed under this Basic Limited Warranty, the Owner is responsible for surrendering the failed component(s) to Lennox upon request. Lennox' sole responsibility under this Basic Limited Warranty is to provide a replacement component as set forth above. In the event that any Covered Component is no longer available, Lennox will, at its option, provide a substitute component or allow the Owner to purchase equivalent Lennox equipment at a reduced price off the Lennox list price in effect on the date of the failure. Replacement equipment must be purchased through and installed by an independent Lennox dealer listed at [www.lennox.com](http://www.lennox.com).

Both Lennox and the Owner of the Equipment are bound by this Basic Limited Warranty.

### **MAKING A WARRANTY CLAIM**

To make a warranty claim, the Owner must contact an independent Lennox dealer or a licensed HVAC contractor. An independent Lennox dealer may be located by accessing [www.lennox.com](http://www.lennox.com), e-mailing Lennox at [www.lennox.com/help/contact-us/warranty](http://www.lennox.com/help/contact-us/warranty) (click on "E-mail our Contact Center"), or by calling Lennox at 1-800-9-Lennox. **You must contact the Lennox dealer or HVAC contractor pursuant to this paragraph prior to the Warranty Period's expiration in order for the claim to be eligible for coverage. All warranty claims must be submitted within forty-five (45) days of the applicable product failure date. The failure to submit a claim within such forty-five (45) day period will result in the denial of a claim. Lennox has no liability whatsoever in the event that the Owner's dealer or HVAC contractor fails to timely and/or properly file a claim hereunder.**

When warranty coverage is requested, the Owner must provide, and the Lennox dealer or HVAC contractor must collect, the following:

- 1 - The Equipment model and serial number;
- 2 - The Owner's name and location of the Equipment;
- 3 - The date of original Equipment installation (existing homes) or closing date (new construction);
- 4 - An accurate description of the problem.

*NOTE - Proof of prior maintenance and purchase may also be required.*

### **DISCLAIMER OF WARRANTIES AND RESPONSIBILITY FOR DAMAGES**

EXCEPT AS PROVIDED IN THIS BASIC LIMITED WARRANTY, LENNOX MAKES NO WARRANTY, EXPRESS OR IMPLIED, TO ANYONE AS TO FITNESS FOR ANY PURPOSE, MERCHANTABILITY, DESIGN, CONDITION, CAPACITY, PERFORMANCE, OR ANY OTHER ASPECT OF THE EQUIPMENT OR ITS MATERIAL OR WORKMANSHIP. ALL IMPLIED WARRANTIES WHICH MAY EXIST, NOTWITHSTANDING THIS DISCLAIMER, ARE LIMITED TO THE DURATION OF THIS BASIC LIMITED WARRANTY AS APPLICABLE TO EACH COMPONENT. THIS BASIC LIMITED WARRANTY IS MADE IN LIEU OF ALL OTHER GUARANTEES, WARRANTIES, REPRESENTATIONS, CONDITIONS, OBLIGATIONS, OR LIABILITIES, EXPRESS OR IMPLIED. OWNER ACKNOWLEDGES AND AGREES THAT IN DECIDING TO PURCHASE THE EQUIPMENT COVERED BY THIS WARRANTY, IT HAS NOT RELIED ON ANY STATEMENTS OR REPRESENTATIONS THAT ARE NOT CONTAINED WITHIN THIS WARRANTY.

TO THE FULLEST EXTENT PERMITTED BY LAW, LENNOX SHALL NOT BE LIABLE, EITHER IN CONTRACT OR TORT, FOR ANY DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS, DAMAGE, OR INJURY TO PERSONS, INCLUDING DEATH, PROPERTY, OR THINGS, OR FOR DAMAGES OF ANY KIND OR NATURE INCLUDING BUSINESS INTERRUPTION, INCONVENIENCE,

OR LOSS OF ANTICIPATED PROFITS OR SAVINGS OCCASIONED BY, ARISING OUT OF, OR RELATING TO THE USE, MISUSE, NON-USE, REPAIR, REPLACEMENT, OR DELAY IN DELIVERY OF THE EQUIPMENT. LENNOX SHALL NOT BE LIABLE FOR THE COST OF ANY WORK DONE BY THE OWNER OR OTHERS TO THE EQUIPMENT.

**This limitation of liability and disclaimer gives specific legal rights. Some jurisdictions do not allow the exclusion, waiver, or limitation of implied warranties or incidental or consequential damages. In such jurisdictions, the limitations or exclusions do not apply to the Owner. The Owner may also have other rights that may vary by jurisdiction.**

### **EXCLUSIONS**

The following limitations and exclusions apply to this Basic Limited Warranty:

- 1 - Replacement components will not be provided under this Basic Limited Warranty unless the Equipment containing the defective component is properly installed and maintained by a licensed professional HVAC installer or licensed HVAC contractor in accordance with Lennox' installation, operation, and maintenance instructions, which are provided with the Equipment or available by contacting Lennox.
- 2 - Replacement components will not be provided under this Basic Limited Warranty if the Equipment containing the defective component is moved after its initial installation.
- 3 - Replacement components will not be provided under this Basic Limited Warranty unless all repairs of the Equipment containing the defective component are made by a licensed professional HVAC installer or licensed HVAC contractor using manufacturer-specified service components.
- 4 - Replacement components will not be provided under this Basic Limited Warranty for any resulting systems that are not AHRI-matched systems.
- 5 - This Basic Limited Warranty does not cover damage or defect resulting, in whole or in part, from:
  - a - Any act of God, including, but not limited to, fire, floods, wind, lightning, hurricanes, tornadoes, or earthquakes;
  - b - Mold, animals, insects, or bodily fluids;
  - c - Installation or operation in a corrosive atmosphere, or otherwise in contact with corrosive materials (e.g., chlorine, fluorine, salt, recycled waste water, urine, fertilizers, or other damaging substances, body fluids, or chemicals);
  - d - Accident, misuse, neglect, abuse, vandalism, theft, or unreasonable use or operation of the Equipment or component, including, but not limited to, operation of electrical equipment at voltages other than in the range specified on the unit nameplate (includes damages caused by brownouts);
  - e - Service performed or repairs made by anyone other than a licensed professional HVAC installer or contractor or any modification, change, or alteration of the Equipment or component, except as directed in writing by Lennox;
  - f - Operation with system components (indoor unit, outdoor unit, and refrigerant control devices) that do not match or meet the specifications recommended by Lennox;
  - g - Use of accessories or additives that have not been approved by Lennox that are installed on or in the Equipment;
  - h - Operation of a system containing R410A refrigerant without the required filter drier. (All systems containing

R410A refrigerant must include a filter drier. The filter drier must be replaced when compressor replacement is necessary);

- i - Use of contaminated or alternate refrigerant;
  - j - Operation of furnace with continuous return air temperature of less than 60°F (or 55°F when furnace is operated overnight in setback mode);
  - k - Damage caused by frozen or broken water pipes;
  - l - Operation of a furnace field-installed downstream from a cooling coil;
  - m - Transit, delivery, packing, unpacking, assembly, installation, or removal;
  - n - Using or operating Equipment or other components thereof in a manner that is inconsistent with either its design or the way the manufacturer intended it to be used.
- 6 - This Basic Limited Warranty does not apply to cosmetic defects or damages or failures of non-operational components that do not inhibit the Equipment's proper operation and performance.
- 7 - Replacement components will not be provided under this Basic Limited Warranty for Equipment where the serial or model number plate is removed, defaced, or made illegible.
- 8 - This Basic Limited Warranty does not apply to any repairs, services, or alterations needed to meet compliance with or changes in federal, state, or local codes or regulations.
- 9 - This Basic Limited Warranty does not apply to, nor is any warranty offered by Lennox for, any Equipment or components that have been stolen or have been ordered over the Internet, by telephone, or other electronic means, unless the dealer or licensed HVAC installer selling the Equipment or components over the Internet, by telephone, or other electronic mean, is also the installing contractor.
- 10 - Lennox will not pay electricity or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever, including additional or unusual use of supplemental electrical heat. This Basic Limited Warranty also does not cover lodging expenses.
- 11 - Lennox shall not be responsible for any default or delay in performance under this Basic Limited Warranty caused by any factor or contingency outside of its control.

This Basic Limited Warranty gives the Owner specific legal rights, as described herein, and the Owner may have other rights which vary by state.

## **DISPUTE RESOLUTION**

### **NOTE - PLEASE READ THIS SECTION CAREFULLY AS IT AFFECTS YOUR RIGHTS AND THE RESOLUTION OF DISPUTES**

**Some jurisdictions do not allow mandatory arbitration provisions or class action waivers. In such jurisdictions, the following dispute resolution provisions do not apply. The Owner may have other rights that may vary by jurisdiction.**

***INDIVIDUAL ARBITRATION NOTICE: BY PURCHASING EQUIPMENT OR MAKING A CLAIM UNDER THIS BASIC LIMITED WARRANTY, THE OWNER IS AGREEING THAT ALL DISPUTES BETWEEN THE OWNER AND LENNOX WILL BE RESOLVED BY BINDING, INDIVIDUAL ARBITRATION, AS MORE FULLY OUTLINED BELOW.***

- 1 - **Contact Lennox:** Please report any Dispute (defined in items 1 and 2 on page 5) to:

Lennox Industries Inc.  
ATTN: Consumer Affairs  
P.O. Box 799900  
Dallas, TX 75379-9900

- 2 - **Mandatory Arbitration: Both the Owner and Lennox agree that all Disputes must be resolved exclusively through final and binding arbitration, and not by a court or jury; however, the Owner or Lennox may assert claims in small claims court if (i) the claims qualify for small claims court, (ii) the matter remains in small claims court, and (iii) the matter proceeds only on an individual (not a class or representative) basis.**

Both the Owner and Lennox waive the right to a trial by jury and any right to have a Dispute heard in court. Instead, all Disputes must be resolved in arbitration by a neutral third-party arbitrator. In arbitration, Disputes are resolved by an arbitrator instead of a judge or jury, discovery is more limited than in court, and the arbitrator's decision is subject to limited review by courts. However, the arbitrator must follow the law and can award the same damages as in court, including monetary damages, injunctive relief, declaratory relief, and other relief. The arbitrator's award can be confirmed in any court of competent jurisdiction.

A single arbitrator, with the American Arbitration Association ("AAA"), will conduct the arbitration, and the award may not exceed the relief allowed by applicable law. The arbitration will be conducted in the county of the Owner's residence or other mutually agreed location. For claims of \$50,000 or less, the AAA's Supplementary Procedures for consumer-related Disputes will apply. For claims over \$50,000, the AAA's Commercial Arbitration Rules will apply. If either set of rules is not available, the AAA rules applicable to consumer Disputes apply. The AAA's rules and a form initiating arbitration proceedings are available at [www.adr.org](http://www.adr.org) or by calling 1-800-778-7879.

This arbitration provision is subject to the Federal Arbitration Act ("FAA"), which governs its interpretation and enforcement. To the extent the FAA does not apply to any Dispute, the laws of the State of Texas, without regard to principles of conflicts of law, will apply. The arbitrator will decide all issues of interpretation and application of this Dispute Resolution section, the arbitration provision, and this Basic Limited Warranty, with the exception of deciding whether the Arbitration Class Action Waiver in Paragraph 2a is valid or enforceable. Except as expressly stated in Paragraph 2a, a court will resolve any question regarding the validity or enforceability of Paragraph 2a. This Dispute Resolution section will survive termination of this Basic Limited Warranty. The requirement to arbitrate shall be broadly interpreted.

- a - **Arbitration Class Action Waiver (for all states other than California):** The Owner and Lennox agree that arbitration will proceed solely on an individual basis and no Dispute will be arbitrated as a class action, consolidated with the claims of any other party, or arbitrated on a consolidated, representative, or private attorney general basis. Unless the Owner and Lennox agree otherwise in writing, the arbitrator's authority to resolve and make awards is limited to Disputes between the Owner and Lennox. The arbitrator's award or

decision will not affect issues or claims involved in any proceeding between Lennox and any person or entity who is not a party to the arbitration. The arbitrator may award monetary, declaratory, or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. The arbitrator's award, if any, will not apply to any person or entity that is not a party to the arbitration.

A court, not the arbitrator, will decide any questions regarding the enforceability of this Paragraph 2a. If a court deems any portion of this Paragraph 2a invalid or unenforceable, the entire arbitration provision in Paragraph 2 (other than this sentence) will be null and void and not apply. For the avoidance of doubt, in no event shall an arbitration occur on a class action or collective basis.

**Arbitration Class Action Waiver (for California):** The Owner and Lennox agree that arbitration will proceed solely on an individual basis and no Dispute will be arbitrated as a class action, consolidated with the claims of any other party, or arbitrated on a consolidated, representative, or private attorney general basis; provided, however, that the Owner shall be permitted to seek and obtain public injunctive relief in arbitration. Unless the Owner and Lennox agree otherwise in writing, the arbitrator's authority to resolve and make monetary damage awards is limited to Disputes between the Owner and Lennox. The arbitrator may award monetary relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. The arbitrator's monetary award, if any, will not apply to any person or entity that is not a party to the arbitration. A court, not the arbitrator, will decide any questions or disputes regarding the enforceability of this Arbitration Class Action Waiver other than a dispute over whether this Arbitration Class Action Waiver is enforceable under *McGill v. Citibank, N.A.*, 2 Cal 5th 945 (2017) and related case law (that question shall be determined by an arbitrator). If a court deems any portion of this Arbitration Class Action Waiver invalid or unenforceable, the entire arbitration provision (other than this sentence) will be null and void and not apply. If an arbitrator deciding the *McGill* issue finds that this Arbitration Class Action Waiver is unenforceable, then the entire arbitration provision (other than this sentence and the preceding sentence) shall be null and void. For the avoidance of doubt, in no event shall an arbitration occur on a class action or collective basis.

b - **Agency Proceedings:** This arbitration agreement does not preclude the Owner from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Lennox on the Owner's behalf.

c - **Fees and Costs:** If the Owner's total damage claims in an arbitration are \$25,000 or less, not including the Owner's attorney fees ("Small Arbitration Claim"), the arbitrator may, if the Owner prevails, award the Owner's reasonable attorney fees, expert fees, and costs (separate from Arbitration Costs as defined below), but may not grant Lennox its attorney fees, expert fees, or costs (separate from Arbitration Costs) unless the arbitrator determines that the Owner's claim was frivolous or brought in bad faith. In a Small Arbitration Claim case, Lennox will pay

all arbitration filing, administrative, and arbitrator costs (together, "Arbitration Costs"). The Owner must submit any request for payment of Arbitration Costs to the AAA at the same time the Owner submits its Demand for Arbitration. However, if the Owner wants Lennox to advance the Arbitration Costs for a Small Arbitration Claim before filing, Lennox will do so at the Owner's written request which must be sent to Lennox at the address in paragraph 1. In a Small Arbitration Claim case, Lennox agrees that the Owner may choose to have the arbitration carried out based only on documents submitted to the arbitrator or by a telephonic hearing unless the arbitrator requires an in-person hearing. If the Owner's total damage claim in an arbitration exceeds \$25,000, not including the Owner's attorney fees ("Large Arbitration Claim"), the arbitrator may award the prevailing party its reasonable attorneys' fees and costs, or it may apportion attorneys' fees and costs between the Owner and Lennox (such fees and costs being separate from Arbitration Costs). In a Large Arbitration Claim case, if the Owner is able to demonstrate that the Arbitration Costs will be prohibitive as compared to the costs of litigation, Lennox will pay as much of the Arbitration Costs as the arbitrator deems necessary to prevent the arbitration from being cost-prohibitive.

d - **Mass Arbitration (for residents outside of California only):** A "Mass Arbitration" shall be defined as any one of the following: (i) the same lawyer or law firm, alone or with other lawyers or law firms, files or causes to be filed 30 or more Small Arbitration Claims and/or Large Arbitration Claims within a thirty-day period; (ii) the same lawyer or law firm, alone or with other lawyers or law firms, files or causes to be filed 50 or more Small Arbitration Claims and/or Large Arbitration Claims within a sixty-day period; (iii) the same lawyer or law firm, alone or with other lawyers or law firms, serves as counsel (regardless of whether the lawyer or law firm is counsel of record) for 30 or more persons who file a Small Arbitration Claim and/or Large Arbitration Claim within a thirty-day period; or (iv) the same lawyer or law firm, alone or with other lawyers or law firms, serves as counsel (regardless of whether the lawyer or law firm is counsel of record) for 50 or more persons who file a Small Arbitration Claim and/or Large Arbitration Claim within a sixty-day period. In the event of a Mass Arbitration, notwithstanding anything to the contrary in subpart (c) above, Lennox shall (i) not be required to advance or pay Arbitration Costs for any arbitration and (ii) may be awarded its reasonable attorney fees, expert fees, and costs if it prevails (without having to show that the Owner's claim was frivolous or in bad faith). The immediately preceding sentence shall apply only to only those arbitrations that are filed once the definition of Mass Arbitration is met. Thus, by way of example, if the same law firm files 35 Small Arbitration Claims within a thirty-day period, the first 29 Small Arbitration Claims shall be governed by subpart 2(c) and the last six Small Arbitration Claims (i.e., arbitration numbers 30 through 35) shall be governed by this subpart 2(d). Once a law firm or lawyer is deemed part of a Mass Arbitration, all Small Arbitration Claims and Large Arbitration claims he/she/it files, assists in filing, or causes to be filed shall be governed by this subpart (d) unless and until the law firm or lawyer does not file, assists in filing, or causes to be filed any Small Arbitration

Claims or Large Arbitration Claims for a period of one year.

e - **OPT OUT: BOTH AN ORIGINAL AND SUBSEQUENT OWNER MAY OPT OUT OF ARBITRATION PROVIDING WRITTEN NOTICE (“THE OPT-OUT NOTICE”) TO LENNOX** that is post-marked no later than 30 calendar days after the Owner’s purchase of the equipment (in the case of the original owner) or purchase of the premises at which the equipment was originally installed (in the case of a subsequent owner). The Opt-Out Notice must be mailed to Lennox at:

Lennox Industries Inc.  
ATTN: Consumer Affairs  
P.O. Box 799900  
Dallas, TX 75379-9900

The Opt-Out Notice must state (i) the Owner’s name and address, and that the Owner opts out of arbitration, (ii) the date that the Owner purchased the equipment (if the original owner) or the premises where the equipment was originally installed (in the case of a subsequent owner), (iii) the equipment’s model name and number, (iv) the equipment serial number (which can be found on the unit nameplate), and (v) that the Owner elects to opt out of arbitration. The Owner must sign the Opt-Out Notice personally and not through another person or entity, and the Opt-Out Notice will apply only to the person or entity that signs it. Neither the Owner nor any other person or entity can opt out of arbitration on behalf of anyone else. Providing a timely Opt-Out Notice is the only way to opt out of arbitration. Opting out of arbitration will not affect this Basic Limited Warranty, and the Owner will continue to enjoy the benefits of this Basic Limited Warranty if the Owner opts out of arbitration. **Any Opt-Out Notice received after the opt out deadline will not be valid.**

3 - **Non-Arbitration Class Action and Jury Waiver:** If for any reason any Dispute proceeds in court rather than arbitration, the Owner and Lennox waive any right to a jury trial, and the Dispute will proceed solely on an individual, non-class, non-representative basis. Neither the Owner nor Lennox may be a class representative or class member or otherwise participate in any class, consolidated, private attorney general, or representative proceeding; provided, however, that in California an individual can seek and obtain public injunctive relief.

4 - **Severability:** If any provision of this Basic Limited Warranty shall be held by an arbitrator or a court of competent jurisdiction to be illegal, invalid, or unenforceable, the parties intend for that provision to be amended and construed in a manner designed to effectuate the purposes of that provision to the fullest extent permitted by law. If a provision cannot be so amended or construed, it will be severed, and the remaining provisions shall remain unimpaired, valid, and in full force and effect to the fullest extent permitted by law and shall be interpreted so as to best reasonably effect the intent of the parties. To the extent there is a conflict between this severability clause and the severability clause in paragraph 2(a), the clause in paragraph 2(a) shall govern. For the avoidance of doubt, the severability clause shall not be used in a manner that permits the Owner to bring a class or collective action.

**DEFINITIONS**

In addition to the terms defined above, the following definitions will apply to this Basic Limited Warranty:

- 1 - The terms “Dispute” and “Disputes” will be broadly interpreted to include any claims, disagreements, or controversies that the Owner and Lennox had, have, or may have against each other, whether based in contract or tort or on a statute or regulation or any other legal theory, including, without limitation, all claims, disagreements, or controversies related in any way to or arising in any way out of:
  - a - the Equipment and components covered by this Basic Limited Warranty;
  - b - any other Lennox equipment, component, or service;
  - c - any Lennox advertising, representation, or marketing;
  - d - any contract, warranty, or other agreement the Owner had or has with Lennox;
  - e - any Lennox billing or other policy or practice;
  - f - any action or inaction by any Lennox officer, director, employee, agent, or other representative relating to any Lennox equipment, component, marketing, representation, or service;
  - g - any claims the Owner brings against a third party (such as a distributor, dealer, or repair service) that are based on, relate to, or in any way arise out of any Lennox equipment, component, marketing, representation, or service;
  - h - any claims Lennox brings against the Owner; and
  - i - any aspect of the relationship between the Owner and Lennox.
- 2 - “Dispute” and “Disputes” includes claims, disagreements, or controversies that arose at any time, including before this Basic Limited Warranty became operative and after this Basic Limited Warranty is terminated.
- 3 - “Lennox” refers to Lennox International Inc., and Lennox Industries Inc., as well as their parents, affiliated companies, related companies, subsidiaries, divisions, departments, business units, representatives, predecessors in interest, successors, and assigns.
- 4 - “Basic Limited Warranty” refers to this document.
- 5 - “Owner” refers to (i) the person or entity that originally purchased the Equipment from a Lennox dealer or other licensed professional HVAC contractor; and (ii) (excluding leased Equipment) during the Warranty Period, the owner(s) and subsequent owner(s) of the premises where the Equipment is originally installed.

**EQUIPMENT INFORMATION**

**NOTE TO CUSTOMER**

**Please complete information below and retain this warranty for records and future reference. As well, retain proof of commissioning documentation from the installer.**

Unit Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Installing Contractor: \_\_\_\_\_

Installation Date: \_\_\_\_\_ Phone: \_\_\_\_\_



P.O. Box 799900, Dallas, TX 75379-9900

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Supersedes 9/1/2023



# EQUIPMENT LIMITED WARRANTY

## APPLIES IN U.S.A. AND CANADA ONLY

**PLEASE READ DISPUTE RESOLUTION SECTION CAREFULLY, AS IT AFFECTS YOUR LEGAL RIGHTS**  
**Failure to maintain equipment will void this Limited Warranty.**

### LIMITED WARRANTY

Subject to the terms herein, this Limited Warranty covers components within the following equipment (hereafter, referred to as the "Equipment"):

Equipment Type	Model Number
Unit Heaters	LF25 and LS25 (125,000 to 400,000 Btuh units)
Air Handlers	ELKA, ELXA
Air Conditioners (3 Phase)	ELKC, ELXC, ML13KC1, ML14XC1, ML17KC2, ML18XC2
Heat Pumps (3 Phase)	ELKP, ELXP, ML14KP1, ML14XP1
Packaged Units (3 Phase)	KCB, KCC, KGB, KGC, KHB, KHC, LCX, LGX, LHX, LRP(3 Phase), QCA, QGA, QHA, ZCB, ZCC, ZCD, ZGB, ZGC, ZGD, ZHB, ZHC, ZHD
Electric Heat Sections	AECB29, CHK, ECB27, ECB29, ECB38, ECH16, ECH24, EH17, ELEH, T1EH, Z1EH
Controls/ Thermostats (Commercial applications)	CS3000, CS7500, CS8500, LCS-5030, LCS-7030, Wireless Repeater
Accessories	High-performance economizers, Variable-frequency drives (inverters)

This Limited Warranty only covers repair components contained within Equipment ("Covered Components"). It does NOT cover cabinets, cabinet pieces, driers, refrigerant, refrigerant line sets, belts, gaskets, wiring, fuses, oil nozzles, and consumable items or components that should be replaced as part of a regular maintenance program, such as lubricants and air filters.

Any accessories that are purchased directly from Lennox Industries Inc. or Allied Air Enterprises will receive the Limited Warranty for a Warranty Period of one (1) year unless outlined separately in a Manufacturer warranty card.

**NOTE: The installation of a replacement component under this Limited Warranty does not extend the Warranty Period of the underlying Equipment in which such component is installed. Notwithstanding the foregoing, in the event the manufacturing defect arises within Equipment that by its nature replacement components are not offered but rather full replacement equipment is required, replacement of such equipment will result in a new Warranty Period only for such new equipment.**

### LIMITED WARRANTY PERIOD:

This Limited Warranty begins on the date the Equipment is originally installed and ends as set forth below (the "Warranty Period"). If the date of original installation cannot be verified, the Warranty Period begins six (6) months after the date of manufacture, unless prohibited by law. *Regardless of the date of installation, the Warranty Period will begin no later than 18 months from the date of manufacture, unless prohibited by law.* Notwithstanding the above, when Equipment is installed in a newly constructed building, structure, or home, the Warranty Period begins on the closing date of purchase. Proof of closing may be required.

### ONE-YEAR LIMITED WARRANTY

#### All Applications

Covered components in the Equipment (except for heat exchangers, burners, all-aluminum condenser and evaporator coils, and compressors, which are covered as outlined separately) are warranted by the Manufacturer for a period of one (1) year when installed in either a "Residential Application" or a "Non-Residential Application." A Residential Application refers to a single- or multi-family dwelling, which includes homes, duplexes, apartments and condominiums used primarily for personal, family or household purposes. A Non-Residential Application refers to all premises that are not included in the definition of a Residential Application, including, but not limited to, all applications that are not primarily used for personal, family or household purposes.

**NOTE - One-year coverage applies to all listed Equipment, with the exception of ELKC, ELKP, ML13, ML14, and ML17 Equipment installed in Residential Applications and the CS7500 & CS8500 Commercial thermostats, LCS-5030, LCS-7030 and Wireless Repeater installed in all applications (which are covered as outlined separately).**

### TWO-YEAR LIMITED WARRANTY

**CS7500 & CS8500 Commercial Thermostats, LCS-5030, LCS-7030, and Wireless Repeater**

#### All Applications

The CS7500 and CS8500 Commercial Thermostats, the LCS-5030, LCS-7030, and Wireless Repeater are warranted by the Manufacturer for a period of two (2) years when installed in all applications.

### FIVE-YEAR LIMITED WARRANTY

**ELKA, ELKC, ELKP, ELXA, ELXC, ELXP, ML13KC1, ML14KP1, ML14XC1, ML14XP1, ML17KC2, ML18XC2**

#### Equipment Residential Applications

The covered components in the Equipment are warranted by the Manufacturer for a period of five (5) years when installed in a "Residential Application."

## FIVE-YEAR LIMITED WARRANTY

### High-Performance Economizers and Variable-Frequency Drives (Inverters) - All Applications

High-performance economizers and variable-frequency drives (inverters) are warranted by the Manufacturer for a period of five (5) years when installed in all applications.

### LIMITED EXTENDED WARRANTY PERIOD

#### (for Heat Exchangers, Burners, All-Aluminum Condenser and Evaporator Coils, Compressors and Lennox Core Unit Controllers)

Notwithstanding the above, heat exchangers, burners, all-aluminum condenser and evaporator coils, compressors and Lennox Core Control System within the following Equipment are warranted by the Manufacturer for the following periods:

Equipment Model Number	Warranty Period for Heat Exchanger Only
KGB, KGC, LF25, LGX, LRP(3 Phase), LS25, QGA, ZGB, ZGC, ZGD with Aluminized Heat Exchanger	Ten (10) years - All applications
KGB, KGC, LF25, LGX, LS25, ZGB, ZGC, ZGD with Stainless Steel Heat Exchanger	Fifteen (15) years - All applications

Equipment Model Number	Warranty Period for Compressor Only
KCB, KCC, KGB, KGC, KHB, KHC, LCX, LGX, LHX, LRP(3 Phase), ML13KC1, ML14KP1, ML14XC1, ML14XP1, ML17KC2, ML18XC2, QCA, QGA, QHA, ZCB, ZCC, ZCD, ZGB, ZGC, ZGD, ZHB, ZHC, ZHD	Five (5) years - All applications

Equipment Model Number	Warranty Period for All-Aluminum Condenser and Evaporator Coils Only
KCB, KCC, KGB, KGC, LCX, LGX, ZCB, ZCC, ZCD, ZGB, ZGC, ZGD	Three (3) years - All applications

Equipment Model Number	Warranty Period for Lennox Core Control System
LCX, LGX, LHX	Three (3) years - All applications

### WARRANTY COVERAGE

Subject to the terms and conditions herein, if, during the Warranty Period, a Covered Component in the Equipment fails solely because of a manufacturing defect, the Manufacturer will provide a replacement component to the Owner through a licensed professional HVAC contractor. The Owner will be responsible for all shipping, freight, and handling charges, as well as all fees and

costs arising out of or relating to the warranty service, including, but not limited to, all trip charges, labor costs, and other costs involved in diagnostic calls or in removing, repairing, servicing, or replacing any component. For a period of 90 days after a warranty claim is filed under this Limited Warranty, the Owner is responsible for surrendering the failed component(s) to the Manufacturer upon request. The Manufacturer's sole responsibility under this Limited Warranty is to provide a replacement component as set forth above. In the event that any Covered Component is no longer available, the Manufacturer will, at its option, provide a substitute component or allow the Owner to purchase equivalent equipment at a reduced price off the Manufacturer list price in effect on the date of the failure.

Both the Manufacturer and the Owner of the Equipment are bound by this Limited Warranty.

### MAKING A WARRANTY CLAIM

To make a warranty claim with Lennox, the Owner must contact an independent Lennox dealer or a licensed HVAC contractor. An independent Lennox dealer may be located by accessing [www.lennox.com](http://www.lennox.com), e-mailing Lennox at [www.lennox.com/help/contact-us/warranty](mailto:www.lennox.com/help/contact-us/warranty) (click on "E-mail our Contact Center"), or by calling Lennox at 1-800-9-Lennox.

To make a warranty claim with Allied, the Owner must contact an independent HVAC contractor or contact Allied Air Enterprises at 1-800-448-5872 or go to [www.alliedair.com](http://www.alliedair.com).

**The owner must contact the HVAC contractor pursuant to this paragraph prior to the Warranty Period's expiration in order for the claim to be eligible for coverage. All warranty claims must be submitted within forty-five (45) days of the applicable product failure date. The failure to submit a claim within such forty-five (45) day period will result in the denial of a claim. The Manufacturer has no liability whatsoever in the event that the HVAC contractor fails to timely and/or properly file a claim hereunder.**

The Owner may also contact the Manufacturer listed on the unit nameplate:

Lennox Industries Inc. P.O. Box 799900 Dallas, TX 75379-9900 1-800-9LENNOX	Allied Air Enterprises 215 Metropolitan Drive West Columbia, SC 29170 1-800-448-5872
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When warranty coverage is requested, the Owner must provide, and the HVAC contractor must collect, the following:

- 1 - The Equipment model and serial number;
- 2 - The Owner's name and location of the Equipment;
- 3 - The date of original Equipment installation (or closing date for new construction); and
- 4 - An accurate description of the problem.

*NOTE - Proof of prior maintenance and purchase may also be required.*

### DISCLAIMER OF WARRANTIES AND RESPONSIBILITY FOR DAMAGES

EXCEPT AS PROVIDED IN THIS LIMITED WARRANTY, THE MANUFACTURER MAKES NO WARRANTY, EXPRESS OR IMPLIED, TO ANYONE AS TO FITNESS FOR ANY PURPOSE, MERCHANTABILITY, DESIGN, CONDITION, CAPACITY, PERFORMANCE, OR ANY OTHER ASPECT OF THE EQUIPMENT OR ITS MATERIAL OR WORKMANSHIP. ALL IMPLIED WARRANTIES WHICH MAY EXIST, NOTWITHSTANDING THIS DISCLAIMER, ARE LIMITED TO THE DURATION OF THIS

LIMITED WARRANTY AS APPLICABLE TO EACH COMPONENT. THIS LIMITED WARRANTY IS MADE IN LIEU OF ALL OTHER GUARANTEES, WARRANTIES, REPRESENTATIONS, CONDITIONS, OBLIGATIONS, OR LIABILITIES, EXPRESS OR IMPLIED. **OWNER ACKNOWLEDGES AND AGREES THAT IN DECIDING TO PURCHASE THE EQUIPMENT COVERED BY THIS WARRANTY, IT HAS NOT RELIED ON ANY STATEMENTS OR REPRESENTATIONS THAT ARE NOT CONTAINED WITHIN THIS WARRANTY.**

TO THE FULLEST EXTENT PERMITTED BY LAW, THE MANUFACTURER SHALL NOT BE LIABLE, EITHER IN CONTRACT OR TORT, FOR ANY DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS, DAMAGE, OR INJURY TO PERSONS, INCLUDING DEATH, PROPERTY, OR THINGS, OR FOR DAMAGES OF ANY KIND OR NATURE INCLUDING BUSINESS INTERRUPTION, INCONVENIENCE, OR LOSS OF ANTICIPATED PROFITS OR SAVINGS OCCASIONED BY, ARISING OUT OF, OR RELATING TO THE USE, MISUSE, NON- USE, REPAIR, REPLACEMENT, OR DELAY IN DELIVERY OF THE EQUIPMENT. THE MANUFACTURER SHALL NOT BE LIABLE FOR THE COST OF ANY WORK DONE BY THE OWNER OR OTHERS TO THE EQUIPMENT.

**This limitation of liability and disclaimer gives specific legal rights. Some jurisdictions do not allow the exclusion, waiver, or limitation of implied warranties or incidental or consequential damages. In such jurisdictions, the limitations or exclusions do not apply to the Owner. The Owner may also have other rights that may vary by jurisdiction.**

#### **EXCLUSIONS**

The following limitations and exclusions apply to this Limited Warranty:

- 1 - Replacement components will not be provided under this Limited Warranty unless the Equipment containing the defective component is properly installed and maintained by a licensed professional HVAC installer or licensed HVAC contractor in accordance with the Manufacturer's installation, operation, and maintenance instructions, which are provided with the Equipment or available by contacting the Manufacturer.
- 2 - Replacement components will not be provided under this Limited Warranty if the Equipment containing the defective component is moved after its initial installation.
- 3 - Replacement components will not be provided under this Limited Warranty unless all repairs of the Equipment containing the defective component are made by a licensed professional HVAC installer or licensed HVAC contractor using manufacturer-specified service components.
- 4 - Replacement components will not be provided under this Limited Warranty for any resulting systems that are not AHRI-matched systems.
- 5 - This Limited Warranty does not cover damage or defect, resulting in whole or in part, from:
  - a - Any act of God, including, but not limited to, fire, floods, wind, lightning, hurricanes, tornadoes, or earthquakes;
  - b - Mold, animals, insects, or bodily fluids;
  - c - Installation or operation in a corrosive atmosphere, or otherwise in contact with corrosive materials (e.g., chlorine, fluorine, salt, recycled wastewater, urine, fertilizers, or other damaging substances, body fluids, or

chemicals);

- d - Accident, misuse, neglect, abuse, vandalism, theft, or unreasonable use or operation of the Equipment or component, including, but not limited to, operation of electrical equipment at voltages other than in the range specified on the unit nameplate (includes damages caused by brownouts);
  - e - Service performed or repairs made by anyone other than a licensed professional HVAC installer or contractor or any modification, change, or alteration of the Equipment or component, except as directed in writing by the Manufacturer;
  - f - Operation with system components (indoor unit, outdoor unit, and refrigerant control devices) that do not match or meet the specifications recommended by the Manufacturer;
  - g - Use of accessories or additives that have not been approved by the Manufacturer that are installed on or in the Equipment;
  - h - Operation of a system without the required filter drier. The filter drier must be replaced anytime the refrigerant circuit has been opened;
  - i - Use of contaminated or alternate refrigerant;
  - j - Operation of packaged gas/electric units (equipped with aluminized heat exchanger) with mixed air temperatures of less than 45°F (7°C);
  - k - Damage caused by frozen or broken water pipes;
  - l - Operation of a furnace field-installed downstream from a cooling coil;
  - m - Transit, delivery, packing, unpacking, assembly, installation, or removal;
  - n - Using or operating Equipment or other components thereof in a manner that is inconsistent with either its design or the way the Manufacturer intended it to be used.
- 6 - This Limited Warranty does not apply to cosmetic defects or damages or failures of non-operational components that do not inhibit the Equipment's proper operation and performance.
  - 7 - Replacement components will not be provided under this Limited Warranty for Equipment where the serial or model number plate is removed, defaced, or made illegible.
  - 8 - This Limited Warranty does not apply to any units that were installed in violation of regional government standards or other government requirements, or any repairs, services, or alterations needed to meet compliance with or changes in federal, state, or local codes or regulations.
  - 9 - This Limited Warranty does not apply to, nor is any warranty offered by the Manufacturer for, any Equipment or components that have been stolen or have been ordered over the Internet, by telephone, or other electronic means, unless the licensed HVAC installer selling the Equipment or components over the Internet, by telephone, or other electronic means, is also the installing contractor.
  - 10 - The Manufacturer will not pay electricity or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever, including additional or unusual use of supplemental electrical heat. This Limited Warranty also does not cover lodging expenses.

11 - The Manufacturer shall not be responsible for any default or delay in performance under this Limited Warranty caused by any factor or contingency outside of its control.

This Limited Warranty gives the Owner specific legal rights, as described herein, and the Owner may have other rights which vary by state.

## **DISPUTE RESOLUTION**

**NOTE - PLEASE READ THIS SECTION CAREFULLY AS IT AFFECTS YOUR RIGHTS AND THE RESOLUTION OF DISPUTES.**

**Some jurisdictions do not allow mandatory arbitration provisions or class action waivers. In such jurisdictions, the following dispute resolution provisions do not apply. The Owner may have other rights that may vary by jurisdiction.**

**INDIVIDUAL ARBITRATION NOTICE: BY PURCHASING EQUIPMENT OR MAKING A CLAIM UNDER THIS LIMITED WARRANTY, THE OWNER IS AGREEING THAT ALL DISPUTES BETWEEN THE OWNER AND THE MANUFACTURER WILL BE RESOLVED BY BINDING, INDIVIDUAL ARBITRATION, AS MORE FULLY OUTLINED BELOW.**

1 - **Contact the Manufacturer:** Please report any Dispute (defined in items 1 and 2 on page 6) to the Manufacturer listed on the unit nameplate:

Lennox Industries Inc.	Allied Air Enterprises
Attn: Consumer Affairs	215 Metropolitan Drive
P.O. Box 799900	West Columbia, SC 29170
Dallas, TX 75379-9900	

**Mandatory Arbitration: Both the Owner and the Manufacturer agree that all Disputes must be resolved exclusively through final and binding arbitration, and not by a court or jury; however, the Owner or the Manufacturer may assert claims in small claims court if (i) the claims qualify for small claims court, (ii) the matter remains in small claims court, and (iii) the matter proceeds only on an individual (not a class or representative) basis.**

Both the Owner and the Manufacturer waive the right to a trial by jury and any right to have a Dispute heard in court. Instead, all Disputes must be resolved in arbitration by a neutral third-party arbitrator. In arbitration, Disputes are resolved by an arbitrator instead of a judge or jury, discovery is more limited than in court, and the arbitrator's decision is subject to limited review by courts.

However, the arbitrator must follow the law and can award the same damages as in court, including monetary damages, injunctive relief, declaratory relief, and other relief. The arbitrator's award can be confirmed in any court of competent jurisdiction.

A single arbitrator, with the American Arbitration Association ("AAA"), will conduct the arbitration, and the award may not exceed the relief allowed by applicable law. The arbitration will be conducted in the county of the Owner's residence or other mutually agreed location. For claims of \$50,000 or less, the AAA's Supplementary Procedures for consumer-related Disputes will apply. For claims over \$50,000, the AAA's Commercial Arbitration Rules will apply. If either set of rules is not available, the AAA rules applicable to consumer Disputes apply. The AAA's rules and a form initiating arbitration proceedings are available at [www.adr.org](http://www.adr.org) or by calling 1-800-778-7879.

This arbitration provision is subject to the Federal Arbitration

Act ("FAA"), which governs its interpretation and enforcement. To the extent the FAA does not apply to any Dispute, the laws of the State of Texas, without regard to principles of conflicts of law, will apply. The arbitrator will decide all issues of interpretation and application of this Dispute Resolution section, the arbitration provision, and this Limited Warranty, with the exception of deciding whether the Arbitration Class Action Waiver in Paragraph 2a is valid or enforceable. Except as expressly stated in Paragraph 2a, a court will resolve any question regarding the validity or enforceability of Paragraph 2a. This Dispute Resolution section will survive termination of this Limited Warranty. The requirement to arbitrate shall be broadly interpreted.

a - **Arbitration Class Action Waiver (for all states other than California):** The Owner and the Manufacturer agree that arbitration will proceed solely on an individual basis and no Dispute will be arbitrated as a class action, consolidated with the claims of any other party, or arbitrated on a consolidated, representative, or private attorney general basis. Unless the Owner and the Manufacturer agree otherwise in writing, the arbitrator's authority to resolve and make awards is limited to Disputes between the Owner and the Manufacturer. The arbitrator's award or decision will not affect issues or claims involved in any proceeding between the Manufacturer and any person or entity who is not a party to the arbitration. The arbitrator may award monetary, declaratory, or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. The arbitrator's award, if any, will not apply to any person or entity that is not a party to the arbitration.

A court, not the arbitrator, will decide any questions regarding the enforceability of this Paragraph 2a. If a court deems any portion of this Paragraph 2a invalid or unenforceable, the entire arbitration provision in Paragraph 2 (other than this sentence) will be null and void and not apply. For the avoidance of doubt, in no event shall an arbitration occur on a class action or collective basis.

**Arbitration Class Action Waiver (for California):** The Owner and the Manufacturer agree that arbitration will proceed solely on an individual basis and no Dispute will be arbitrated as a class action, consolidated with the claims of any other party, or arbitrated on a consolidated, representative, or private attorney general basis; provided, however, that the Owner shall be permitted to seek and obtain public injunctive relief in arbitration. Unless the Owner and the Manufacturer agree otherwise in writing, the arbitrator's authority to resolve and make monetary damage awards is limited to Disputes between the Owner and the Manufacturer. The arbitrator may award monetary relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. The arbitrator's monetary award, if any, will not apply to any person or entity that is not a party to the arbitration. A court, not the arbitrator, will decide any questions or disputes regarding the enforceability of this Arbitration Class Action Waiver other than a dispute over whether this Arbitration Class Action Waiver is enforceable under *McGill v. Citibank, N.A.*, 2 Cal 5th 945 (2017) and related case law (that question shall be determined by an

arbitrator). If a court deems any portion of this Arbitration Class Action Waiver invalid or unenforceable, the entire arbitration provision (other than this sentence) will be null and void and not apply. If an arbitrator deciding the McGill issue finds that this Arbitration Class Action Waiver is unenforceable, then the entire arbitration provision (other than this sentence and the preceding sentence) shall be null and void. For the avoidance of doubt, in no event shall an arbitration occur on a class action or collective basis.

- b - **Agency Proceedings:** This arbitration agreement does not preclude the Owner from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against the Manufacturer on the Owner's behalf.
- c - **Fees and Costs:** If the Owner's total damage claims in an arbitration are \$25,000 or less, not including the Owner's attorney fees ("Small Arbitration Claim"), the arbitrator may, if the Owner prevails, award the Owner's reasonable attorney fees, expert fees, and costs (separate from Arbitration Costs as defined below), but may not grant the Manufacturer its attorney fees, expert fees, or costs (separate from Arbitration Costs) unless the arbitrator determines that the Owner's claim was frivolous or brought in bad faith. In a Small Arbitration Claim case, the Manufacturer will pay all arbitration filing, administrative, and arbitrator costs (together, "Arbitration Costs"). The Owner must submit any request for payment of Arbitration Costs to the AAA at the same time the Owner submits its Demand for Arbitration. However, if the Owner wants the Manufacturer to advance the Arbitration Costs for a Small Arbitration Claim before filing, the Manufacturer will do so at the Owner's written request which must be sent to the Manufacturer at the address in paragraph 1. In a Small Arbitration Claim case, the Manufacturer agrees that the Owner may choose to have the arbitration carried out based only on documents submitted to the arbitrator or by a telephonic hearing unless the arbitrator requires an in-person hearing. If the Owner's total damage claim in an arbitration exceeds \$25,000, not including the Owner's attorney fees ("Large Arbitration Claim"), the arbitrator may award the prevailing party its reasonable attorneys' fees and costs, or it may apportion attorneys' fees and costs between the Owner and the Manufacturer (such fees and costs being separate from Arbitration Costs). In a Large Arbitration Claim case, if the Owner is able to demonstrate that the Arbitration Costs will be prohibitive as compared to the costs of litigation, the Manufacturer will pay as much of the Arbitration Costs as the arbitrator deems necessary to prevent the arbitration from being cost-prohibitive.
- d - **Mass Arbitration (for residents outside of California only):** A "Mass Arbitration" shall be defined as any one of the following: (i) the same lawyer or law firm, alone or with other lawyers or law firms, files or causes to be filed 30 or more Small Arbitration Claims and/or Large Arbitration Claims within a thirty-day period; (ii) the same lawyer or law firm, alone or with other lawyers or law firms, files or causes to be filed 50 or more Small Arbitration Claims and/or Large Arbitration Claims within a sixty-day period; (iii) the same lawyer or law firm, alone or with other lawyers or law firms, serves as counsel

(regardless of whether the lawyer or law firm is counsel of record) for 30 or more persons who file a Small Arbitration Claim and/or Large Arbitration Claim within a thirty-day period; or (iv) the same lawyer or law firm, alone or with other lawyers or law firms, serves as counsel (regardless of whether the lawyer or law firm is counsel of record) for 50 or more persons who file a Small Arbitration Claim and/or Large Arbitration Claim within a sixty-day period. In the event of a Mass Arbitration, notwithstanding anything to the contrary in subpart (c) above, the Manufacturer shall (i) not be required to advance or pay Arbitration Costs for any arbitration and (ii) may be awarded its reasonable attorney fees, expert fees, and costs if it prevails (without having to show that the Owner's claim was frivolous or in bad faith). The immediately preceding sentence shall apply only to those arbitrations that are filed once the definition of Mass Arbitration is met. Thus, by way of example, if the same law firm files 35 Small Arbitration Claims within a thirty-day period, the first 29 Small Arbitration Claims shall be governed by subpart 2(c) and the last six Small Arbitration Claims (i.e., arbitration numbers 30 through 35) shall be governed by this subpart 2(d). Once a law firm or lawyer is deemed part of a Mass Arbitration, all Small Arbitration Claims and Large Arbitration claims he/she/it files, assists in filing, or causes to be filed shall be governed by this subpart (d) unless and until the law firm or lawyer does not file, assists in filing, or causes to be filed any Small Arbitration Claims or Large Arbitration Claims for a period of one year.

- e - **OPT OUT: BOTH AN ORIGINAL AND SUBSEQUENT OWNER MAY OPT OUT OF ARBITRATION PROVIDING WRITTEN NOTICE ("THE OPT-OUT NOTICE") TO THE MANUFACTURER** that is post-marked no later than 30 calendar days after the Owner's purchase of the equipment (in the case of the original owner) or purchase of the premises at which the equipment was originally installed (in the case of a subsequent owner). The Opt-Out Notice must be mailed to the Manufacturer at:

Lennox Industries Inc.	Allied Air Enterprises
Attn: Consumer Affairs	215 Metropolitan Drive
P.O. Box 799900	West Columbia, SC
Dallas, TX 75379-9900	291701

The Opt-Out Notice must state (i) the Owner's name and address, and that the Owner opts out of arbitration, (ii) the date that the Owner purchased the equipment (if the original owner) or the premises where the equipment was originally installed (in the case of a subsequent owner), (iii) the equipment's model name and number, (iv) the equipment serial number (which can be found on the unit nameplate), and (v) that the Owner elects to opt out of arbitration. The Owner must sign the Opt-Out Notice personally and not through another person or entity, and the Opt-Out Notice will apply only to the person or entity that signs it. Neither the Owner nor any other person or entity can opt out of arbitration on behalf of anyone else. Providing a timely Opt-Out Notice is the only way to opt out of arbitration. Opting out of arbitration will not affect this Limited Warranty, and the Owner will continue to enjoy the benefits of this Limited Warranty if the Owner opts out of arbitration. Any Opt-Out Notice received after the opt out **deadline will not be valid.**

- 2 - **Non-Arbitration Class Action and Jury Waiver:** If for any

reason any Dispute proceeds in court rather than arbitration, the Owner and the Manufacturer waive any right to a jury trial, and the Dispute will proceed solely on an individual, non-class, non-representative basis. Neither

the Owner nor the Manufacturer may be a class representative or class member or otherwise participate in any class, consolidated, private attorney general, or representative proceeding; provided, however, that in California an individual can seek and obtain public injunctive relief.

- 3 - **Severability:** If any provision of this Limited Warranty shall be held by an arbitrator or a court of competent jurisdiction to be illegal, invalid, or unenforceable, the parties intend for that provision to be amended and construed in a manner designed to effectuate the purposes of that provision to the fullest extent permitted by law. If a provision cannot be so amended or construed, it will be severed, and the remaining provisions shall remain unimpaired, valid, and in full force and effect to the fullest extent permitted by law and shall be interpreted so as to best reasonably effect the intent of the parties. To the extent there is a conflict between this severability clause and the severability clause in paragraph 2(a), the clause in paragraph 2(a) shall govern. For the avoidance of doubt, the severability clause shall not be used in a manner that permits the Owner to bring a class or collective action.

## DEFINITIONS

In addition to the terms defined above, the following definitions will apply to this Limited Warranty:

- 1 - The terms "Dispute" and "Disputes" will be broadly interpreted to include any claims, disagreements, or controversies that the Owner and the Manufacturer had, have, or may have against each other, whether based in contract or tort or on a statute or regulation or any other legal theory, including, without limitation, all claims, disagreements, or controversies related in any way to or arising in any way out of:
- a - the Equipment and components covered by this Limited Warranty;
  - b - any other Manufacturer equipment, component, or service;
  - c - any Manufacturer advertising, representation, or marketing;
  - d - any contract, warranty, or other agreement the Owner had or has with the Manufacturer;
  - e - any Manufacturer billing or other policy or practice;
  - f - any action or inaction by any Manufacturer officer, director, employee, agent, or other representative relating to any Manufacturer equipment, component, marketing, representation, or service;

g - any claims the Owner brings against a third party (such as a distributor, dealer, or repair service) that are based on, relate to, or in any way arise out of any Manufacturer equipment, component, marketing, representation, or service;

h - any claims the Manufacturer brings against the Owner; and

i - any aspect of the relationship between the Owner and the Manufacturer.

- 2 - "Dispute" and "Disputes" includes claims, disagreements, or controversies that arose at any time, including before this Limited Warranty became operative and after this Limited Warranty is terminated.
- 3 - The "Manufacturer" refers to the Manufacturer listed on the Equipment nameplate, as well as their parents, affiliated companies, related companies, subsidiaries, divisions, departments, business units, representatives, predecessors in interest, successors, and assigns.
- 4 - "Limited Warranty" refers to this document.
- 5 - "Owner" refers to (i) the person or entity that originally purchased the Equipment from a licensed professional HVAC contractor; and (ii) during the Warranty Period, the owner(s) and subsequent owner(s) of the premises where the Equipment is originally installed.

## EQUIPMENT INFORMATION

### NOTE TO CUSTOMER

**Please complete information below and retain this warranty for records and future reference. As well, retain proof of commissioning documentation from the installer.**

Unit Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Installing Contractor: \_\_\_\_\_

Installation Date: \_\_\_\_\_ Phone: \_\_\_\_\_





P.O. Box 799900, Dallas, TX 75379-9900  
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