

**Wolf Steel Ltd.** products are manufactured under the strict Standard of the world recognized ISO 9001 : 2008 Quality Assurance Certificate.  
**Wolf Steel Ltd.** products are designed with superior components and materials assembled by trained craftsmen who take great pride in their work. The complete appliance is thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receives the quality product that you expect from **Wolf Steel Ltd.**

## CONTINENTAL SPLIT HEAT PUMP LIMITED WARRANTY

These Continental Split Heat Pumps are warranted by Wolf Steel Ltd. to be free from defects in materials and workmanship under normal use and maintenance.

### PRESIDENT'S LIMITED WARRANTY (Registered)

To the original registered owner and his or her spouse ("owner"), the **Continental Split Heat Pump** is warranted for **10 YEARS in the home** which the unit was originally installed, except as provided below. These warranties apply only if:

- The unit is installed in an owner-occupied, primary single family residence, and
- The warranty is registered with **Wolf Steel Ltd.** online within 60 days after the original installation or possession of a new home.

OR

### LIMITED WARRANTY (Not Registered)

If not registered, **all parts**, including the compressor are warranted for a period of **5 YEARS**. Should a part fail due to defect within the first year, Wolf Steel Ltd. reserves the right to replace the defective part or the entire heat pump outdoor unit at company's discretion. Diagnostics, transportation or labor charges related to warranty repair are not covered.

\* Construction of models varies. Warranty applies only to components included with your specific appliance.

### WARRANTY REGISTRATION

To register, go to **www.continentalheatingandcooling.com** or by phone: **1-866-820-8686**. Some states and provinces do not allow limitations on how long an implied limited warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

### CONDITIONS AND LIMITATIONS

Warranty claims must be authorized by Wolf Steel Ltd. recognized representative or agent; parts/components being claimed may need to be analyzed at a Wolf Steel Ltd. facility. Records of installation date and periodic maintenance are required to process claim. All warranty service must be done by Wolf Steel Ltd. authorized service technicians using approved components.

Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect. Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender. Shipping costs are not covered under this warranty. Additional service fees may apply if you are seeking warranty service from a dealer.

### Limitations:

Wolf Steel Ltd. is not responsible for:

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

ALL SPECIFICATIONS AND DESIGNS ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE DUE TO ON-GOING PRODUCT IMPROVEMENTS. Continental® IS A REGISTERED TRADEMARK OF WOLF STEEL LTD. PATENTS U.S. 5.303.693.801 - CAN. 2.073.411, 2.082.915 © WOLF STEEL LTD.

### FOR HOMEOWNERS FUTURE REFERENCE

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

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

For further information about this warranty, contact Wolf Steel Ltd. *Customer Solutions Department* by • phone (866) 820-8686 • by email: [hvac@continentalheatingandcooling.com](mailto:hvac@continentalheatingandcooling.com) • or mail to **WOLF STEEL**™, 24 Napoleon Road, Barrie, Ontario L4M 0G8 Canada



[www.continentalheatingandcooling.com](http://www.continentalheatingandcooling.com)