

PACKAGED TERMINAL PRODUCTS

**PTC (Cooler), PTH (Heat Pump), DRY (Dehumid Cooler), AVH (Heat Pump),
AVC (Cooler with Electric Heat), HEC (High Efficiency Cooler), HEH (High Efficiency Heat Pump)
MODELS R-410a, "E, F, G, H SERIES" PTAC UNITS; R-32 SERIES (32*) PTAC UNITS
PMC (Cooler w/DigiAIR™ Make Up Air Kit), PMH (Heat Pump w/DigiAIR™ Make Up Air Kit)**

Who Is Providing The Warranty?

This warranty is provided to you by Goodman Company, L.P. ("Goodman"), which warrants all parts of this heating or air conditioning unit, as described below.

To What Type Of Installations Does This Warranty Apply?

This warranty applies to heating and air conditioning units installed in buildings other than residences. Different warranties apply to units installed in owner-occupied residences and in residences not occupied by the owner.

What Units Does This Warranty Not Cover?

This warranty does not apply to:

- Units that are installed outside the United States, its territories, or Canada.
- Units that are operated in incomplete structures.
- Units that are installed in residential buildings.

What Problems Does This Warranty Cover?

This warranty covers defects in materials and workmanship that appear under normal use and maintenance.

What Problems Does This Warranty Not Cover?

Goodman is not responsible for:

- Damage caused by transportation or handling (any such damage must be immediately reported to the delivering carrier).
- Damage or repairs required as a consequence of faulty installation or application.
- Damage as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere, installation in an environment containing corrosive chemical agents, or other conditions beyond Goodman's control.

www.amana-ptac.com

For further information about this warranty, contact
Technical Services at (877) 376-0214 (option 2)
inside U.S.A. and Canada
1-931-433-6101 outside U.S.A. and Canada
or by mail to 1810 Wilson Parkway, Fayetteville, TN 37334

- Damage or failure due to corrosion resulting from installation in a corrosive coastal environment, except for specific parts (condensator coils) which have been treated with factory applied corrosion protection on specified factory treated models sold as "Seacoast" models.

- Damage or the need for repairs arising from the use of components or accessories not compatible with this unit.
- Normal maintenance as described in the installation and operating manual.

- Parts or accessories not supplied or designated by the manufacturer.

- Damage or the need for repairs resulting from any improper use, maintenance, operation, or servicing.

- Damage or failure of the unit to start due to interruption in electrical service or inadequate electrical service.

- Any damage caused by frozen or broken water pipes in the event of equipment failure.

- Changes in the appearance of the unit that do not affect its performance.

- Replacement of fuses and replacement or resetting of circuit breakers or power cords.

- Damage or the need for repairs resulting from the use of unapproved refrigerant types or used or recycled refrigerant.

- Expedited freight charges, unless pre-approved in writing by Goodman.

- Handling charges to make a unit reasonably accessible for normal service.

THIS WARRANTY IS PROVIDED IN LIEU OF ANY OTHER WARRANTIES, WHETHER BY GOODMAN OR ANY OF ITS AFFILIATES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.



Part No. PWAPTACOL
2/2019

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AMANA® BRAND... Lasts and Lasts and Lasts®

PACKAGED TERMINAL PRODUCTS

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AVC (Cooler with Electric Heat), HEC (High Efficiency Cooler), HEH (High Efficiency Heat Pump)
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PMC (Cooler w/DigiAIR™ Make Up Air Kit), PMH (Heat Pump w/DigiAIR™ Make Up Air Kit)

When Does Warranty Coverage Begin?

Warranty coverage begins on the "date of purchase". If the date the unit was purchased cannot be verified, the date of purchase is three months after the manufacture date. The first four digits of the serial number (YYMM) on the unit indicate the manufacture date. For example, a serial number beginning with "1306" indicates the unit was manufactured in June 2013.

How Long Does Warranty Coverage Last and What Will Goodman Do To Correct Problems?

FIRST-YEAR COVERAGE (ENTIRE PTAC UNIT, Amana® brand accessory or custom option): We will repair or replace, free of charge (to include labor, freight and new refrigerant if required), any part of a PTAC unit or Amana® brand accessory or factory installed custom option, that prove to be defective due to workmanship or materials within the first year after the date of purchase.

SECOND THRU FIFTH YEAR FUNCTIONAL PARTS COVERAGE: During the 2nd thru 5th years after the date of purchase, we will provide, free of charge (to include freight) the following factory-installed, functional parts of a R-410A/R-32 PTAC primary system which prove to be defective due to workmanship or materials: unit fan motors, unit blower wheels or fans, unit thermistors, circuit board, transformers and relays, unit heaters, reversing valve solenoid, unit power cord and unit capacitors. Accessories and custom configuration components (including DigiAIR™ Make-up Air Kit) are not included in this functional parts warranty.

SECOND THROUGH FIFTH YEARS SEALED SYSTEM COVERAGE (R-410A/R-32 PRIMARY SEALED SYSTEM ONLY): During the 2nd through 5th years after the date of purchase, we will repair (to include labor and replacement refrigerant) any refrigerant leaks caused by defects in workmanship or material of a R-410A/R-32 PTAC's primary sealed system, and will repair or replace (to include labor, freight and replacement refrigerant) any portion of the evaporator coil, condenser coil, compressor, reversing valves or connecting tubing that proves to be defective in workmanship or materials. Accessories and custom configuration components (including DigiAIR™ Make-up Air Kit) are not included in this sealed system warranty.

The repair or replacement of a part under this warranty does not extend the warranty period. In other words, Goodman warrants a repaired or replacement part only for the period remaining in the applicable warranty that commenced on the date of purchase.

THE OWNER AGREES THAT THESE REMEDIES ARE THE OWNER'S EXCLUSIVE REMEDIES FOR BREACH OF ALL WARRANTIES.

What Won't Goodman Do To Correct Problems?

Goodman will not pay for:

- Except as specifically described in the "How Long Does Warranty Coverage Last and What Will Goodman Do To Correct Problems?" section above, labor, freight, or any other cost associated with the service, repair, or operation of the unit.
- Electricity or fuel costs, or increases in electricity or fuel costs, for any reason, including additional or unusual use of supplemental electric heat.
- Lodging or transportation charges.

WHETHER ANY CLAIM IS BASED ON NEGLIGENCE OR OTHER TORT, BREACH OF WARRANTY OR OTHER BREACH OF CONTRACT, OR ANY OTHER THEORY, NEITHER GOODMAN NOR ANY OF ITS AFFILIATES SHALL IN ANY EVENT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOSS OF USE OF A UNIT, EXTRA UTILITY EXPENSES, OR DAMAGES TO PROPERTY.

How Can The Owner Receive Warranty Service?

If there is a problem with the unit, contact an authorized Amana brand PTAC servicer. For warranty credit for labor covered by this warranty, the labor must be performed by an authorized Amana brand PTAC servicer. Proven defective parts (if required to be returned) must be returned to point of purchase. For more information about the warranty or to locate an authorized Amana brand PTAC servicer, contact Technical Services at 1-877-376-0214 (option 2) inside U.S.A. and Canada or 1-931-433-6101 outside U.S.A. and Canada or write to Technical Services, 1810 Wilson Parkway, Fayetteville, TN 37334.

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PACKAGED TERMINAL PRODUCTS

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Where Can Any Legal Remedies Be Pursued?

ARBITRATION CLAUSE. IMPORTANT. PLEASE REVIEW THIS ARBITRATION CLAUSE. IT AFFECTS YOUR LEGAL RIGHTS.

1. *Parties.* This arbitration clause affects your rights against Goodman and any of its affiliates or employees or agents, successors, or assigns, all of whom together are referred to below as "we" or "us" for ease of reference.
2. **ARBITRATION REQUIREMENT: EXCEPT AS STATED BELOW, ANY DISPUTE BETWEEN YOU AND ANY OF US SHALL BE DECIDED BY NEUTRAL, BINDING ARBITRATION RATHER THAN IN COURT OR BY JURY TRIAL.** "Dispute" will be given the broadest possible meaning allowable by law. It includes any dispute, claim, or controversy arising from or relating to your purchase of this heating or air conditioning unit, any warranty upon the unit, or the unit's condition. It also includes determination of the scope or applicability of this Arbitration Clause. The arbitration requirement applies to claims in contract and tort, pursuant to statute, or otherwise.
3. **CLASS-ARBITRATION WAIVER: ARBITRATION IS HANDLED ON AN INDIVIDUAL BASIS. IF A DISPUTE IS ARBITRATED, YOU AND WE EXPRESSLY WAIVE ANY RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US OR WE AGAINST YOU, OR AS A PRIVATE ATTORNEY GENERAL OR IN ANY OTHER REPRESENTATIVE CAPACITY. YOU AND WE ALSO WAIVE ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.**
4. *Discovery and Other Rights.* Discovery and rights to appeal in arbitration are generally more limited than in a lawsuit. This applies to both you and us. Other rights that you or we would have in court may not be available in arbitration. Please read this Arbitration Clause and consult the rules of the arbitration organizations listed below for more information.
5. **SMALL CLAIMS COURT OPTION: YOU MAY CHOOSE TO LITIGATE ANY DISPUTE BETWEEN YOU AND ANY OF US IN SMALL CLAIMS COURT, RATHER THAN IN ARBITRATION, IF THE DISPUTE MEETS ALL REQUIREMENTS TO BE HEARD IN SMALL CLAIMS COURT.**
6. *Governing Law.* For residents of the United States, the procedures and effect of the arbitration will be governed by the Federal Arbitration Act (9 U.S.C. § 1 et seq.) rather than by state law concerning arbitration. For residents of Canada, the procedures and effect of the arbitration will be governed by the applicable arbitration law of the province in which you purchased your unit. The law governing your substantive warranty rights and other claims will be the law of the state or province in which you purchased your unit. Any court having jurisdiction may enter judgment on the arbitration award.
7. *Rules of the Arbitration.* If the amount in controversy is less than \$250,000, the arbitration will be decided by a single arbitrator. If the amount in controversy is greater than or equal to \$250,000, the arbitration will be decided by a panel of three arbitrators. The arbitrator(s) will be chosen pursuant to the rules of the administering arbitration organization. United States residents may choose the American Arbitration Association (1633 Broadway, 10th Floor, New York, NY 10019, www.adr.org), JAMS (1920 Main Street, Ste. 300, Irvine, CA 92614, www.jamsadr.com), or, subject to our approval, any other arbitration organization. In addition, Canadian residents may choose the ADR Institute of Canada (234 Eglinton Ave. East, Suite 405, Toronto, Ontario, M4P 1K5, www.amic.org). These organizations' rules can be obtained by contacting the organization or visiting its website. If the chosen arbitration organization's rules conflict with this Arbitration Clause, the provisions of this Arbitration Clause control. The award of the arbitrator(s) shall be final and binding on all parties.
8. *Location of the Arbitration Hearing.* Unless applicable law provides otherwise, the arbitration hearing for United States residents will be conducted in the federal judicial district in which you reside or, for Canadian residents, in the province in which you reside.

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PACKAGED TERMINAL PRODUCTS

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- 9. *Costs of the Arbitration:* Each party is responsible for its own attorney, expert, and other fees unless applicable law requires otherwise. Goodman will pay your share of the fees charged by the arbitration organization and arbitrator(s) beyond the first \$200. Where permissible by law, you may be required to reimburse Goodman for the fees of the arbitration organization and arbitrator(s) in whole or in part by decision of the arbitrator(s) at the discretion of the arbitrator(s).
- 10. *Survival and Enforceability of this Arbitration Clause:* This Arbitration Clause shall survive the expiration or termination, or any transfer, of the warranty on your unit. If any part of this Arbitration Clause, except waivers of class-action rights, is found to be unenforceable for any

reason, the remainder of this clause and the warranty shall remain enforceable. If, in a case in which class-action allegations have been made, the waiver of class-action rights under this warranty is found to be unenforceable with respect to any part of the dispute, the parts of the dispute as to which the waiver of class-action rights have been found unenforceable will be severed and will proceed in court without reference or application of this Arbitration Clause. Any remaining parts will proceed in arbitration.

OWNER NAME

ADDRESS OF INSTALLATION

CITY / STATE-PROVINCE / ZIP-POSTAL CODE

INSTALLER NAME

CITY / STATE-PROVINCE / ZIP-POSTAL CODE

PHONE # / FAX #

DISTRIBUTOR NAME

CITY / STATE-PROVINCE / ZIP-POSTAL CODE

PHONE # / FAX #

UNIT MODEL # & SERIAL #

UNIT DATE OF PURCHASE

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Who Is Providing The Warranty?

This warranty is provided to you by Goodman Company, L.P. ("Goodman"), which warrants all parts of this heating or air conditioning unit, as described below.

To What Type Of Installations Does This Warranty Apply?

This warranty applies to heating and air conditioning units installed in residences not occupied by the owner. Different warranties apply to units installed in owner-occupied residences and in commercial properties.

What Units Does This Warranty Not Cover?

This warranty does not apply to:

- Units that are installed outside the United States, its territories, or Canada.
- Units that are operated in incomplete structures.
- Units that are installed in buildings other than residences not occupied by the owner, such as non-residential buildings or owner-occupied residences.

What Problems Does This Warranty Cover?

This warranty covers defects in materials and workmanship that appear under normal use and maintenance.

What Problems Does This Warranty Not Cover?

Goodman is not responsible for:

- Damage caused by transportation or handling (any such damage must be immediately reported to the delivering carrier).
- Damage or repairs required as a consequence of faulty installation or application.
- Damage as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere, installation in an environment containing corrosive chemical agents, or other conditions beyond Goodman's control.
- Damage or failure due to corrosion resulting from installation in a corrosive coastal environment, except for specific parts (condensor coils) which have been treated with factory applied corrosion protection on specified factory treated models sold as "Seacoast" models.

- Damage or the need for repairs arising from the use of components or accessories not compatible with this unit.
- Normal maintenance as described in the installation and operating manual.
- Parts or accessories not supplied or designated by the manufacturer.
- Damage or the need for repairs resulting from any improper use, maintenance, operation, or servicing.
- Damage or failure of the unit to start due to interruption in electrical service or inadequate electrical service.
- Any damage caused by frozen or broken water pipes in the event of equipment failure.
- Changes in the appearance of the unit that do not affect its performance.
- Replacement of fuses and replacement or resetting of circuit breakers or power cords.
- Damage or the need for repairs resulting from the use of unapproved refrigerant types or used or recycled refrigerant.
- Expedited freight charges, unless pre-approved in writing by Goodman.
- Handling charges to make a unit reasonably accessible for normal service.

THIS WARRANTY IS PROVIDED IN LIEU OF ANY OTHER WARRANTIES, WHETHER BY GOODMAN OR ANY OF ITS AFFILIATES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

When Does Warranty Coverage Begin?

Warranty coverage begins on the "date of purchase". If the date the unit was purchased cannot be verified, the date of purchase is three months after the manufacture date. The first four digits of the serial number (YYMM) on the unit indicate the manufacture date. For example, a serial number beginning with "1306" indicates the unit was manufactured in June 2013.

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How Long Does Warranty Coverage Last and What Will Goodman Do To Correct Problems?

FIRST-YEAR COVERAGE (ENTIRE PTAC UNIT, Amana® brand accessory or custom option): We will repair or replace, free of charge (to include labor, freight and new refrigerant if required), any part of a PTAC unit or Amana® brand accessory or factory installed custom option, that prove to be defective due to workmanship or materials within the first year after the date of purchase.

SECOND THRU FIFTH YEAR FUNCTIONAL PARTS COVERAGE:

During the 2nd thru 5th years after the date of purchase, we will provide, free of charge (to include freight) the following factory-installed, functional parts of a R-410A/R-32 PTAC primary system which prove to be defective due to workmanship or materials: unit fan motors, unit blower wheels or fans, unit thermistors, circuit board, transformers and relays, unit heaters, reversing valve solenoid, unit power cord and unit capacitors. Accessories and custom configuration components (including DigiAIR™ Make-up Air Kit) are not included in this functional parts warranty.

SECOND THROUGH FIFTH YEARS SEALED SYSTEM COVERAGE

(R-410A/R-32 PRIMARY SEALED SYSTEM ONLY): During the 2nd through 5th years after the date of purchase, we will repair (to include labor and replacement refrigerant) any refrigerant leaks caused by defects in workmanship or material of a R-410A/R-32 PTAC's primary sealed system, and will repair or replace (to include labor, freight and replacement refrigerant) any portion of the evaporator coil, condenser coil, compressor, reversing valves or connecting tubing that proves to be defective in workmanship or materials. Accessories and custom configuration components (including DigiAIR™ Make-up Air Kit) are not included in this sealed system warranty.

The repair or replacement of a part under this warranty does not extend the warranty period. In other words, Goodman warrants a repaired or replacement part only for the period remaining in the applicable warranty that commenced on the date of purchase.

THE OWNER AGREES THAT THESE REMEDIES ARE THE OWNER'S EXCLUSIVE REMEDIES FOR BREACH OF ALL WARRANTIES.

What Won't Goodman Do To Correct Problems?

Goodman will not pay for:

- Except as specifically described in the "How Long Does Warranty Coverage Last and What Will Goodman Do To Correct Problems?" section above, labor, freight, or any other cost associated with the service, repair, or operation of the unit.
- Electricity or fuel costs, or increases in electricity or fuel costs, for any reason, including additional or unusual use of supplemental electric heat.
- Lodging or transportation charges.

WHETHER ANY CLAIM IS BASED ON NEGLIGENCE OR OTHER TORT, BREACH OF WARRANTY OR OTHER BREACH OF CONTRACT, OR ANY OTHER THEORY, NEITHER GOODMAN NOR ANY OF ITS AFFILIATES SHALL IN ANY EVENT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOSS OF USE OF A UNIT, EXTRA UTILITY EXPENSES, OR DAMAGES TO PROPERTY.

How Can The Owner Receive Warranty Service?

If there is a problem with the unit, contact an authorized Amana brand PTAC servicer. For warranty credit for labor covered by this warranty, the labor must be performed by an authorized Amana brand PTAC servicer. Proven defective parts (if required to be returned) must be returned to point of purchase. For more information about the warranty or to locate an authorized Amana brand PTAC servicer, contact Technical Services at 1-877-376-0214 (option 2) inside U.S.A. and Canada or 1-931-433-6101 outside U.S.A. and Canada or write to Technical Services, 1810 Wilson Parkway, Fayetteville, TN 37334.

Where Can Any Legal Remedies Be Pursued?

ARBITRATION CLAUSE. IMPORTANT. PLEASE REVIEW THIS ARBITRATION CLAUSE. IT AFFECTS YOUR LEGAL RIGHTS.

1. *Parties:* This arbitration clause affects your rights against Goodman and any of its affiliates or employees or agents, successors, or assigns, all of whom together are referred to below as "we" or "us" for ease of reference.

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2. **ARBITRATION REQUIREMENT:** EXCEPT AS STATED BELOW, ANY DISPUTE BETWEEN YOU AND ANY OF US SHALL BE DECIDED BY NEUTRAL, BINDING ARBITRATION RATHER THAN IN COURT OR BY JURY TRIAL. "Dispute" will be given the broadest possible meaning allowable by law. It includes any dispute, claim, or controversy arising from or relating to your purchase of this heating or air conditioning unit, any warranty upon the unit, or the unit's condition. It also includes determination of the scope or applicability of this Arbitration Clause. The arbitration requirement applies to claims in contract and tort, pursuant to statute, or otherwise.
3. **CLASS-ARBITRATION WAIVER:** ARBITRATION IS HANDLED ON AN INDIVIDUAL BASIS. IF A DISPUTE IS ARBITRATED, YOU AND WE EXPRESSLY WAIVE ANY RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US OR WE AGAINST YOU, OR AS A PRIVATE ATTORNEY GENERAL OR IN ANY OTHER REPRESENTATIVE CAPACITY. YOU AND WE ALSO WAIVE ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
4. **Discovery and Other Rights:** Discovery and rights to appeal in arbitration are generally more limited than in a lawsuit. This applies to both you and us. Other rights that you or we would have in court may not be available in arbitration. Please read this Arbitration Clause and consult the rules of the arbitration organizations listed below for more information.
5. **SMALL CLAIMS COURT OPTION:** YOU MAY CHOOSE TO LITIGATE ANY DISPUTE BETWEEN YOU AND ANY OF US IN SMALL CLAIMS COURT, RATHER THAN IN ARBITRATION, IF THE DISPUTE MEETS ALL REQUIREMENTS TO BE HEARD IN SMALL CLAIMS COURT.
6. **Governing Law:** For residents of the United States, the procedures and effect of the arbitration will be governed by the Federal Arbitration Act (9 U.S.C. § 1 et seq.) rather than by state law concerning arbitration. For residents of Canada, the procedures and effect of the arbitration will be governed by the applicable arbitration law of the province in which you purchased your unit. The law governing your substantive warranty rights and other claims will be the law of the state or province in which you purchased your unit. Any court having jurisdiction may enter judgment on the arbitration award.
7. **Rules of the Arbitration:** If the amount in controversy is less than \$250,000, the arbitration will be decided by a single arbitrator. If the amount in controversy is greater than or equal to \$250,000, the arbitration will be decided by a panel of three arbitrators. The arbitrator(s) will be chosen pursuant to the rules of the administering arbitration organization. United States residents may choose the American Arbitration Association (1633 Broadway, 10th Floor, New York, NY 10019, www.adr.org), JAMS (1920 Main Street, Ste. 300, Irvine, CA 92614, www.jamsadr.com), or, subject to our approval, any other arbitration organization. In addition, Canadian residents may choose the ADR Institute of Canada (234 Eglinton Ave. East, Suite 405, Toronto, Ontario, M4P 1K5, www.amic.org). These organizations' rules can be obtained by contacting the organization or visiting its website. If the chosen arbitration organization's rules conflict with this Arbitration Clause, the provisions of this Arbitration Clause control. The award of the arbitrator(s) shall be final and binding on all parties.
8. **Location of the Arbitration Hearing:** Unless applicable law provides otherwise, the arbitration hearing for United States residents will be conducted in the federal judicial district in which you reside or, for Canadian residents, in the province in which you reside.
9. **Costs of the Arbitration:** Each party is responsible for its own attorney, expert, and other fees unless applicable law requires otherwise. Goodman will pay your share of the fees charged by the arbitration organization and arbitrator(s) beyond the first \$200. Where permissible by law, you may be required to reimburse Goodman for the fees of the arbitration organization and arbitrator(s) in whole or in part by decision of the arbitrator(s) at the discretion of the arbitrator(s).

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NON-OWNER OCCUPIED RESIDENCE WARRANTY

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10. *Survival and Enforceability of this Arbitration Clause:* This Arbitration Clause shall survive the expiration or termination, or any transfer, of the warranty on your unit. If any part of this Arbitration Clause, except waivers of class-action rights, is found to be unenforceable for any reason, the remainder of this clause and the warranty shall remain enforceable. If, in a case in which class-action

allegations have been made, the waiver of class-action rights under this warranty is found to be unenforceable with respect to any part of the dispute, the parts of the dispute as to which the waiver of class-action rights have been found unenforceable will be severed and will proceed in court without reference or application of this Arbitration.

OWNER NAME

ADDRESS OF INSTALLATION

CITY / STATE-PROVINCE / ZIP-POSTAL CODE

INSTALLER NAME

CITY / STATE-PROVINCE / ZIP-POSTAL CODE

PHONE # / FAX #

DISTRIBUTOR NAME

CITY / STATE-PROVINCE / ZIP-POSTAL CODE

PHONE # / FAX #

UNIT MODEL # & SERIAL #

UNIT DATE OF PURCHASE

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Who Is Providing The Warranty?

This warranty is provided to you by Goodman Company, L.P. ("Goodman"), which warrants all parts of this heating or air conditioning unit, as described below.

To What Type Of Installations Does This Warranty Apply?

This warranty applies to heating and air conditioning units installed in owner-occupied residences. Different warranties apply to units installed in residences not occupied by the owner and in commercial properties.

What Units Does This Warranty Not Cover?

This warranty does not apply to:

- Units that are installed outside the United States, its territories, or Canada.
- Units that are operated in incomplete structures.
- Units that are installed in buildings other than owner-occupied residences, such as non-residential buildings or residences not occupied by the owner.

What Problems Does This Warranty Cover?

This warranty covers defects in materials and workmanship that appear under normal use and maintenance.

Other Warranties

This warranty is in lieu of all other express warranties. **ANY IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WARRANTY.** Some states and provinces do not allow the exclusion of express warranties and/or limitations on how long an implied warranty lasts, so the above exclusion and/or limitation may not apply to you.

What Problems Does This Warranty Not Cover?

Goodman is not responsible for:

- Damage caused by transportation or handling (any such damage must be immediately reported to the delivering carrier).

- Damage or repairs required as a consequence of faulty installation or application.
- Damage as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere, installation in an environment containing corrosive chemical agents, or other conditions beyond Goodman's control.
- Damage or failure due to corrosion resulting from installation in a corrosive coastal environment, except for specific parts (condensator coils) which have been treated with factory applied corrosion protection on specified factory treated models sold as "Seacoast" models.
- Damage or the need for repairs arising from the use of components or accessories not compatible with this unit.
- Normal maintenance as described in the installation and operating manual.
- Parts or accessories not supplied or designated by the manufacturer.
- Damage or the need for repairs resulting from any improper use, maintenance, operation, or servicing.
- Damage or failure of the unit to start due to interruption in electrical service or inadequate electrical service.
- Any damage caused by frozen or broken water pipes in the event of equipment failure.
- Changes in the appearance of the unit that do not affect its performance.
- Replacement of fuses and replacement or resetting of circuit breakers or power cords.
- Damage or the need for repairs resulting from the use of unapproved refrigerant types or used or recycled refrigerant.
- Expedited freight charges, unless pre-approved in writing by Goodman.
- Handling charges to make a unit reasonably accessible for normal service.

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AMANA® BRAND... Lasts and Lasts and Lasts®

PACKAGED TERMINAL PRODUCTS

**PTC (Cooler), PTH (Heat Pump), DRY (Dehumid Cooler), AVH (Heat Pump),
AVC (Cooler with Electric Heat), HEC (High Efficiency Cooler), HEH (High Efficiency Heat Pump)
MODELS R-410a, "E, F, G, H SERIES" PTAC UNITS; R-32 SERIES (32*) PTAC UNITS
PMC (Cooler w/DigiAIR™ Make Up Air Kit), PMH (Heat Pump w/DigiAIR™ Make Up Air Kit)**

When Does Warranty Coverage Begin?

Warranty coverage begins on the "date of purchase". If the date the unit was purchased cannot be verified, the date of purchase is three months after the manufacture date. The first four digits of the serial number (YYMM) on the unit indicate the manufacture date. For example, a serial number beginning with "1306" indicates the unit was manufactured in June 2013.

How Long Does Warranty Coverage Last and What Will Goodman Do To Correct Problems?

FIRST-YEAR COVERAGE (ENTIRE PTAC UNIT, Amana® brand accessory or custom option): We will repair or replace, free of charge (to include labor, freight and new refrigerant if required), any part of a PTAC unit or Amana® brand accessory or factory installed custom option, that prove to be defective due to workmanship or materials within the first year after the date of purchase.

SECOND THRU FIFTH YEAR FUNCTIONAL PARTS COVERAGE: During the 2nd thru 5th years after the date of purchase, we will provide, free of charge (to include freight) the following factory-installed, functional parts of a R-410A/R-32 PTAC primary system which prove to be defective due to workmanship or materials: unit fan motors, unit blower wheels or fans, unit thermistors, circuit board, transformers and relays, unit heaters, reversing valve solenoid, unit power cord and unit capacitors. Accessories and custom configuration components (including DigiAIR™ Make-up Air Kit) are not included in this functional parts warranty.

SECOND THROUGH FIFTH YEARS SEALED SYSTEM COVERAGE (R-410A/R-32 PRIMARY SEALED SYSTEM ONLY): During the 2nd through 5th years after the date of purchase, we will repair (to include labor and replacement refrigerant) any refrigerant leaks caused by defects in workmanship or material of a R-410A/R-32 PTAC's primary sealed system, and will repair or replace (to include labor, freight and replacement refrigerant) any portion of the evaporator coil, condenser coil, compressor, reversing valves or connecting tubing that proves to be defective in workmanship or materials. Accessories and custom configuration components (including DigiAIR™ Make-up Air Kit) are not included in this sealed system warranty.

The repair or replacement of a part under this warranty does not extend the warranty period. In other words, Goodman warrants a repaired or replacement part only for the period remaining in the applicable warranty that commenced on the date of purchase.

THE OWNER AGREES THAT THESE REMEDIES ARE THE OWNER'S EXCLUSIVE REMEDIES FOR BREACH OF ALL WARRANTIES, EXPRESS OR IMPLIED.

What Won't Goodman Do To Correct Problems?

Goodman will not pay for:

Except as specifically described in the "How Long Does Warranty Coverage Last and What Will Goodman Do To Correct Problems?" section above, labor, freight, or any other cost associated with the service, repair, or operation of the unit.

- Electricity or fuel costs, or increases in electricity or fuel costs, for any reason, including additional or unusual use of supplemental electric heat.
- Lodging or transportation charges.

WHETHER ANY CLAIM IS BASED ON NEGLIGENCE OR OTHER TORT, BREACH OF WARRANTY OR OTHER BREACH OF CONTRACT, OR ANY OTHER THEORY, NEITHER GOODMAN NOR ANY OF IT AFFILIATES SHALL IN ANY EVENT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOSS OF USE OF A UNIT, EXTRA UTILITY EXPENSES, OR DAMAGES TO PROPERTY. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

How Can The Owner Receive Warranty Service?

If there is a problem with the unit, contact an authorized Amana brand PTAC servicer. For warranty credit for labor covered by this warranty, the labor must be performed by an authorized Amana brand PTAC servicer. Proven defective parts (if required to be returned) must be returned to point of purchase. For more information about the warranty or to locate an authorized

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Amana brand PTAC servicer, contact Technical Services at 1-877-376-0214 (option 2) inside U.S.A. and Canada or 1-931-433-6101 outside U.S.A. and Canada or write to Technical Services, 1810 Wilson Parkway, Fayetteville, TN 37334.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or province to province.

Quebec Residents

The arbitration provisions of this warranty shall not apply to residents of Quebec.

Where Can Any Legal Remedies Be Pursued?

ARBITRATION CLAUSE. IMPORTANT. PLEASE REVIEW THIS ARBITRATION CLAUSE. IT AFFECTS YOUR LEGAL RIGHTS.

1. **Parties.** This arbitration clause affects your rights against Goodman and any of its affiliates or employees or agents, successors, or assigns, all of whom together are referred to below as "we" or "us" for ease of reference.
2. **ARBITRATION REQUIREMENT: EXCEPT AS STATED BELOW, ANY DISPUTE BETWEEN YOU AND ANY OF US SHALL BE DECIDED BY NEUTRAL, BINDING ARBITRATION RATHER THAN IN COURT OR BY JURY TRIAL.** "Dispute" will be given the broadest possible meaning allowable by law. It includes any dispute, claim, or controversy arising from or relating to your purchase of this heating or air conditioning unit, any warranty upon the unit, or the unit's condition. It also includes determination of the scope or applicability of this Arbitration Clause. The arbitration requirement applies to claims in contract and tort, pursuant to statute, or otherwise.
3. **CLASS-ARBITRATION WAIVER: ARBITRATION IS HANDLED ON AN INDIVIDUAL BASIS. IF A DISPUTE IS ARBITRATED, YOU AND WE EXPRESSLY WAIVE ANY RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US OR WE AGAINST YOU, OR AS A PRIVATE ATTORNEY GENERAL OR IN ANY OTHER REPRESENTATIVE CAPACITY. YOU AND WE ALSO WAIVE ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.**

4. **Discovery and Other Rights:** Discovery and rights to appeal in arbitration are generally more limited than in a lawsuit. This applies to both you and us. Other rights that you or we would have in court may not be available in arbitration. Please read this Arbitration Clause and consult the rules of the arbitration organizations listed below for more information.
5. **SMALL CLAIMS COURT OPTION: YOU MAY CHOOSE TO LITIGATE ANY DISPUTE BETWEEN YOU AND ANY OF US IN SMALL CLAIMS COURT, RATHER THAN IN ARBITRATION, IF THE DISPUTE MEETS ALL REQUIREMENTS TO BE HEARD IN SMALL CLAIMS COURT.**
6. **Governing Law:** For residents of the United States, the procedures and effect of the arbitration will be governed by the Federal Arbitration Act (9 U.S.C. § 1 et seq.) rather than by state law concerning arbitration. For residents of Canada, the procedures and effect of the arbitration will be governed by the applicable arbitration law of the province in which you purchased your unit. The law governing your substantive warranty rights and other claims will be the law of the state or province in which you purchased your unit. Any court having jurisdiction may enter judgment on the arbitration award.
7. **Rules of the Arbitration:** If the amount in controversy is less than \$250,000, the arbitration will be decided by a single arbitrator. If the amount in controversy is greater than or equal to \$250,000, the arbitration will be decided by a panel of three arbitrators. The arbitrator(s) will be chosen pursuant to the rules of the administering arbitration organization. United States residents may choose the American Arbitration Association (1633 Broadway, 10th Floor, New York, NY 10019, www.adr.org), JAMS (1920 Main Street, Ste. 300, Irvine, CA 92614, www.jamsadr.com), or, subject to our approval, any other arbitration organization. In addition, Canadian residents may choose the ADR Institute of Canada (234 Eglinton Ave. East, Suite 405, Toronto, Ontario, M4P 1K5, www.amic.org). These organizations' rules can be

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obtained by contacting the organization or visiting its website. If the chosen arbitration organization's rules conflict with this Arbitration Clause, the provisions of this Arbitration Clause control. The award of the arbitrator(s) shall be final and binding on all parties.

- 8. *Location of the Arbitration Hearing:* Unless applicable law provides otherwise, the arbitration hearing for United States residents will be conducted in the federal judicial district in which you reside or, for Canadian residents, in the province in which you reside.
- 9. *Costs of the Arbitration:* Each party is responsible for its own attorney, expert, and other fees unless applicable law requires otherwise. Goodman will pay your share of the fees charged by the arbitration organization and arbitrator(s) beyond the first \$200. Where permissible by law, you may be required to reimburse Goodman for

- the fees of the arbitration organization and arbitrator(s) in whole or in part by decision of the arbitrator(s) at the discretion of the arbitrator(s).
- 10. *Survival and Enforceability of this Arbitration Clause:* This Arbitration Clause shall survive the expiration or termination, or any transfer, of the warranty on your unit. If any part of this Arbitration Clause, except waivers of class-action rights, is found to be unenforceable for any reason, the remainder of this clause and the warranty shall remain enforceable. If, in a case in which class-action allegations have been made, the waiver of class-action rights under this warranty is found to be unenforceable with respect to any part of the dispute, the parts of the dispute as to which the waiver of class-action rights have been found unenforceable will be severed and will proceed in court without reference or application of this Arbitration Clause. Any remaining parts will proceed in arbitration.

OWNER NAME

ADDRESS OF INSTALLATION

CITY / STATE-PROVINCE / ZIP-POSTAL CODE

INSTALLER NAME

CITY / STATE-PROVINCE / ZIP-POSTAL CODE

PHONE # / FAX #

DISTRIBUTOR NAME

CITY / STATE-PROVINCE / ZIP-POSTAL CODE

PHONE # / FAX #

UNIT MODEL # & SERIAL #

UNIT DATE OF PURCHASE

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