

# 21.0 WARRANTY

Napoleon® products are designed with superior components and materials, assembled by trained craftsmen who take great pride in their work. The complete appliance is again thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receives the quality product that you expect from Napoleon®.

## NAPOLEON® GAS FURNACE PRESIDENT'S LIMITED LIFETIME WARRANTY

This heating unit is warranted by Wolf Steel Ltd. ("Napoleon®") 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 **HEAT EXCHANGER\*** is warranted for the owner's **LIFETIME** or so long as the owner owns the home in which the unit was originally installed, and **all remaining parts** as warranted for a period of **10 YEARS**, except as provided below. These warranties apply only if:

- The unit is installed in an owner-occupied, primary single family residence, and
- The unit is properly registered with Napoleon® online within 60 days after the original installation. To register, go to [www.napoleonheatingandcooling.com](http://www.napoleonheatingandcooling.com). 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 above limitation or exclusion may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

With respect to the Heat Exchanger, if the heat exchanger fails within:

- the first 10 years for 9500 Series
- the first 10 years for 9600 Series
- the first 15 years for 9700 Series

Napoleon® will, at its discretion, provide a new equivalent gas furnace. After the 10 years (15 years - 9700 Series), Napoleon® may choose to credit its prorated wholesale value towards the purchase of a new Napoleon furnace.

OR

### LIMITED WARRANTY (Not Registered)

If not registered within 60 days, the **HEAT EXCHANGER** is warranted for a period of **20 YEARS** (pro rated), and all remaining parts are warranted for a period of **5 YEARS**, all other limitations apply.

With respect to the heat exchanger, Napoleon® at its discretion, after 5 years may choose to provide a credit towards a replacement Napoleon® gas furnace.

Proof of purchase will be required. Replacements are subject to review and verification by a Napoleon® representative.

Warranty ceases to exist if the unit is removed from the location where it was originally installed.

This limited warranty will not apply unless the gas furnace is: (1) installed by a licensed or qualified HVAC technician, (2) installed in accordance with the manufacturer's recommendations in its Installation and Operation Manual, and (3) in compliance with all industry standards, national, provincial/state, and local codes.

Regardless of time of registration, the warranty period begins on the date of the original installation. Where a product is installed in a newly constructed home; the date of installation is the date the homeowner takes possession of the home from the builder. If that date cannot be verified, the warranty period begins three months after the month of manufacture (indicated by the first four digits of the serial number).

As its only responsibility, and your only remedy, Napoleon® will furnish a replacement part, without charge for the part only, to replace any part that is found to be defective due to workmanship or materials under normal use and maintenance.

*\* "Heat Exchanger" means the primary combustion heat exchanger for the gas furnace and the secondary or tertiary heat exchanger. The plastic front manifold condensate collector attached to the secondary or tertiary heat exchanger is not considered part of the heat exchanger.*

To make a warranty claim, the defective part must be returned to a Napoleon® heating and air conditioning products dealer/distributor by a certified or licensed contractor. Any part replaced pursuant to this warranty is warranted only for the unexpired portion of the warranty term applying to the original part.

These warranties do not apply to labour, freight, or any other cost associated with the service, repair or operation of the unit, and diagnostic costs.

Napoleon® is not responsible for:

1. Cost or expenses incurred as a consequence of a faulty installation or application.
2. Damage or repairs required as a consequence of faulty installation or application.
3. Damages, defects or failures caused by installation that is not performed in compliance with all applicable federal, provincial, state laws or regulations, and Installation Operating Manual.
4. Damage as a result of vandalism, freight damage, floods, fires, winds, lightning, and accidents, or any acts 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 Napoleon®.
5. Use of components or accessories not compatible with this unit.
6. Products installed outside Canada, or the United States and its territories.
7. Routine maintenance, but not limited to, cleaning of the coils, filter cleaning and/or replacement and lubrication.
8. Parts not supplied by Napoleon®.
9. If unit is equipped with an ultraviolet bulb, the bulb is warranted for 90 days from date of install.
10. Damage or repairs required as a result of any improper use, maintenance, operation, servicing, cleaning or replacing air filters.
11. Failure to operate due to interruption and/or inadequate electrical service.
12. 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.
13. Napoleon® shall not in any event extend warranty coverage to any incidental, consequential or indirect damages.
14. Changes in the appearance of the unit that do not affect its performance.
15. Damages, defects or failures caused by operation of the unit in abnormal environmental conditions (i.e. salt air).
16. Damages, defects or failures caused by conditioned air (return air) supplied to the furnace being greater than 20% from out-of-doors (13°C/55°F min. return air temperature).
17. Damages, defects or failures caused by the furnace being installed downstream from a cooling coil.

### 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 Napoleon® Technical Service Department at (866) 539-2039, email [tech@napoleonheatingandcooling.com](mailto:tech@napoleonheatingandcooling.com) or by mail to **WOLF STEEL**, 24 Napoleon Road, Barrie, Ontario L4M 0G8 Canada

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

