

resideo

PRODUCTS BUSINESSES WARRANTY POLICY

Resideo warrants the products in this catalog (except those parts designated on Resideo's price lists as not covered by this warranty) to be free from defects due to workmanship or materials, under normal use and service, for the following warranty periods.

Sixty (60) months from date of installation (Trade thermostats only)

- Prestige® IAQ, Wi-Fi 9000, VisionPRO® models, all round models, T1 models, T4 models, T6 models, T10 models, FocusPRO® models, PRO 4000, PRO 3000, LineVoltPRO™
- Air Cleaners, Humidifiers, Ventilators, Ultraviolet Treatment, Indoor Air Quality, and Zoning products, excluding replacement maintenance parts
- AquaPUMP circulating pump
- HP Hydronic Panels
- C7189R RedLINK Wireless Indoor Air Sensor
- R7284U1004
- Smart Home security products & C1 + C2 cameras

Thirty-six (36) months from date of installation (Trade thermostats only)

- AUBE branded thermostats, timers, and switches, Econnect
- Glowfly Q3200

Twenty-four (24) months from date of installation

- PRO 2000 and PRO 1000 thermostats
- Other indoor air quality and zoning products with date code of 0452 or earlier, unless otherwise specified
- AQ2000 Aquatrol panels and AQ1000 thermostats
- RedLINK Entry/Exit Remote
- RedLINK Vent Boost Remote
- Q4100
- R8184 and R8182

Twelve (12) months from date of installation

- Water Solutions products
- RedLINK Wireless Outdoor Air Sensor
- RedLINK Portable Comfort Control
- RedLINK Internet Gateway

The warranty period for all other products is twelve (12) months from date of installation.

If a product is defective due to workmanship or materials, is removed within the applicable warranty period, and is returned to Resideo in accordance with the procedure described below, Resideo will, at its option, either repair, replace or credit the customer for the purchase price of the product, in accordance with the procedure described below. This warranty extends only to persons or organizations who purchase products in this catalog for resale.

The expressed warranty above constitutes the entire warranty of Resideo with respect to the products in this catalog and IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL RESIDEO BE RESPONSIBLE FOR ANY CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER.

INSTRUCTIONS—INSTALLING OR SERVICING CONTRACTOR OR DEALER

When replacing a product under warranty, including those products furnished on original heating and/or cooling equipment, you should rely on your local Resideo Wholesaler or Distributor for prompt and efficient product replacement service.

No warranty claim for product replacement or credit will be honored by Resideo without a completed return authorization form or a manual return authorization form issued by Resideo Customer Care.

INSTRUCTIONS—WHOLESALE OR DISTRIBUTOR

The following will apply to the return of any product to Resideo under this warranty, and are:

- identified with a Return Authorization Form (obtained from the B2B website at Customer.Resideo.com);
- display the Return Authorization Form number and return address label on the outside of the return carton. Make sure a copy of the form is enclosed in the return carton;
- packed separately from other returns and protected from shipping damage;

- have certification by the installer or servicing dealer that the product was removed, due to failure, within the applicable warranty period;
- are received transportation pre-paid at the facility listed on the shipping and/or packing slip;
- and are found by Resideo's inspection to be defective in workmanship or materials under normal use and service will be handled in accordance with one of the two following procedures, as specified by the customer making the return.

- CREDIT PROCEDURE.** Resideo will issue credit, at Resideo's lowest wholesaler net price in effect at the time of the return (as set forth on Resideo's then current price sheet) or at the actual invoice amount if a copy of that invoice is attached to the packing list. (Replacement Exchange Products will be at Resideo's lowest replacement exchange net price in effect at the time of such return, as shown on Resideo's then current price sheet.) Resideo reserves the right to disallow this credit option in cases of warranty abuse.
- REPLACEMENT PROCEDURE.** Warranty replacement procedure must be used for in-warranty emergency replacement orders.

Customer will not be credited for items not meeting warranty criteria as outlined by policy. Please return the defective item to the address listed on the return authorization form.

The warranty will not be honored if:

- product is damaged or missing parts or accessory items including batteries.
- product exhibits evidence of field misapplications.

Final disposition of any warranty claim will be determined solely by Resideo. If inspection by Resideo does not disclose any defect covered by the warranty, the product will be returned or scrapped as instructed by the customer and Resideo's regular service charges will apply. Products returned to the customer may be sent shipping charges collect.

If you have any questions relative to product returns to Resideo, contact your Customer Care Representative:

Resideo Technologies, Inc. and its Affiliates
Customer Care MN10-131A
1985 Douglas Drive
Golden Valley, MN 55422
1-888-793-8193