

## What is not covered under manufacturer's warranty for major equipment?

- Inspection services;
- Calls for diagnostic purposes only;
- Seasonal or regular maintenance: blocked filter, blocked drain, burner maintenance, system fine-tuning, thermostat calibration, cleaning and inspection;
- Preventive maintenance or parts replacement in anticipation of future breakage;
- Complaints due to noise not related in any way to the failure of a part;
- Repairs for leaks caused by loose valves, pipes, or flanges;
- Failures caused by a lack of maintenance, including valve tightening, thermostat fine-tuning, or cleaning of the equipment;
- Damage not caused by the equipment, the deterioration of a part, or by malfunction;
- Costs of overtime or hours worked after normal business hours;
- Costs of doing repairs with more than one technician at the designated site or location;
- Costs requiring the rental of equipment for access to the unit;
- Failures of equipment or parts which are not included or related or CARRIER-brand, or which are not the manufacturer's major equipment (coils, fan-coil units, thermostats, furnaces, heat pumps, boilers, air exchangers, humidifiers, etc.);
- Any product purchased on the Internet;
- Failures, damages, or repairs caused by improper installation, improper application, misuse, poor maintenance, unauthorized modification, or inappropriate use;
- Failure to start caused by voltage conditions, blown fuses, or open circuit breakers, or by damage due to the unavailability or interruption of electrical services, internet access, mobile device support services, or your home network;
- Failures or damages caused by floods, high winds, fires, lightning, accidents, corrosive environments (rust, etc.) or other circumstances beyond the Company's control;
- Parts not supplied or designated by the Company, or damage caused by their use;
- Products installed outside of the United States and Canada;
- Electricity or fuel costs or increases in electricity or fuel costs for any reason whatsoever including additional or unusual use of supplemental electric heat;
- Any refrigerant replacement, filling or removal costs, including the cost of the refrigerant;
- Controls or remote controls.