

**STANDARD LIMITED WARRANTY**

**WHO THE WARRANTY COVERS**

This warranty covers the original end user / purchaser (the “Owner”) of the **Viessmann Vitocal 100-AW Air to Water Heat Pump (the “Heat Pump”)**, purchased and installed in the United States of America, or Canada on or after March 1, 2024, subject to the terms of this Warranty. The expressed warranty is for the original installation site only.

**WHEN WARRANTY COVERAGE BEGINS**

Warranty Coverage begins on the Date of Installation, or the date of shipment from Viessmann facility in the event of a dispute between Owner and Viessmann as to the Date of Installation.

**TERMS AND CONDITIONS OF THE WARRANTY**

This warranty provides legal rights. You may have other rights which vary from State to State in the United States of America, or Province to Province or Territory to Territory in Canada. The specific rights are conditional upon the following:

- 1) Proper installation of the Heat Pump, and all of its components, in accordance with all applicable regulations, industry standards, and Viessmann instructions / manuals.
- 2) Installation by a mechanical contractor or installer whose principal occupation is the sale and installation of heating, plumbing, and/ or air conditioning equipment and who is properly licensed under all relevant or applicable laws of the local jurisdiction in which the Heat Pump is installed (the “Contractor”).
- 3) Proper operation and maintenance of the Heat Pump by a Contractor in accordance with the Heat Pump manuals.
- 4) Original and continuous installation and use of the Heat Pump, and all of its components, by Owner within the United States, or Canada.
- 5) Performance of warranted part replacements or repairs or service by a Contractor.

**WHAT THE WARRANTY COVERS**

If the Heat Pump is installed, operated, serviced, and maintained in accordance with all its manuals, in the event of a defect in materials or manufacturing workmanship, Viessmann will repair or replace the defective Heat Pump or defective component of the Heat Pump (at Viessmann’s discretion) covered under this Warranty during the respective Warranty Period(s) below from the Date of Installation.

**LIMITED WARRANTY FOR HEAT PUMP - INDOOR UNIT, OUTDOOR UNIT, AND COMPRESSOR**

Viessmann warrants that the fittings (including, but not limited to, the tees, elbows, pressure relief valve, ball valves, and couplings) of the Heat Pump shall be free of defects in material and workmanship for **ONE (1) YEAR** from the Date of Installation.

Viessmann warrants that the individual components of the Heat Pump Indoor Unit (“IDU”) and Outdoor Unit (“ODU”) shall be free of defects in material and workmanship for **THREE (3) YEARS** from the Date of Installation.

Viessmann warrants that the compressor of the Heat Pump shall be free of defects in materials and workmanship for **FIVE (5) YEARS** from the Date of Installation.

**Summary of Warranty Coverage**

The below summary is subject to all Terms and Conditions found within this Warranty.

Lifetime and Limited Warranty Periods	Years of Coverage	What is covered	Viessmann Warranty Coverage
Limited Warranty for Heat Pump Fittings	0-1	Fittings	100%
Limited Warranty for Heat Pump Indoor Unit, Outdoor Unit	0-3	Individual Components of the IDU/ODU	100%
Limited Warranty for Heat Pump Compressor	0-5	Compressor	100%

**WHAT THE WARRANTY DOES NOT COVER**

This Warranty excludes the following:

- 1) Wear and tear or consumption parts including, but not limited to, gaskets, etc.
- 2) Damages of any nature or kind whatsoever for unsatisfactory performance caused by improper installation, unsuitable or improper use/operation of the Heat Pump, incorrect start-up by any party whatsoever, incorrect or careless handling, improper control adjustment or control strategy.
- 3) Disregarding any or all instructions in any of the manuals supplied with the Heat Pump; Improper or careless handling or storage of the Heat Pump, alteration of the Heat Pump, or the use of unauthorized replacement parts.
- 4) Contractor workmanship, or repairs / replacement parts due to poor workmanship of the Contractor.
- 5) Components / parts not furnished by Viessmann.
- 6) Damage caused by improper care or maintenance of the Heat Pump or failure to inspect and maintain/service the Heat Pump in accordance with its manuals.
- 7) Damage to the Heat Pump or its original parts caused by excessive temperatures or pressures, operation of a Heat Pump without a properly sized, operational pressure and temperature relief valve, explosion, electrical, chemical or electrochemical reaction, water and air impurities (including scale and sediment deposits), unsuitable water conditions, water treatment chemicals, sulfur or sulfuric action or reaction, electrical failures, insurrection, riots, or acts of God, and situating the Heat Pump in an unsuitable location, or continuing use of the Heat Pump after onset of a malfunction or discovery of a defect.
- 8) Damage as a result of failure to adequately protect the Heat Pump or its components from damage as a result of frost or freezing, consistent with all product manuals.
- 9) Damage as a result of any wildlife or insect infestation, nesting, or interference / damage caused as a result of failure to secure the Heat Pump or its components from wildlife or insects.
- 10) Any type of water condition system in the system in which the Heat Pump is installed that is not maintained to Viessmann specifications and therefore affecting water quality and the Heat Pump.
- 11) Damage to the Heat Pump resulting from a corrosive environment or atmosphere or contact with corrosive materials that include, but are not limited to, chlorine, fluorine, salt, sulfur, recycled or waste water (including “gray” water), fertilizers, rust, or other damaging substances or chemicals.

**OWNER'S RESPONSIBILITIES:**

The Owner is responsible for:

- 1) All labor costs, transportation / shipping / handling / delivery costs, any costs associated with examination, gaining or repairing access to the Heat Pump or its components, or any other costs associated with repair or replacement under this warranty.
- 2) Selecting a qualified Contractor.
- 3) Following all instructions enclosed with the Heat Pump.
- 4) Retaining proof of installation, service and maintenance records.
- 5) Contacting a Contractor, or the business you purchased the Heat Pump from, when a problem is detected.

**LIMITATIONS**

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, AND IS THE SOLE AND EXCLUSIVE REMEDY OF THE OWNER. ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE SPECIFICALLY AND EXPRESSLY DISCLAIMED. ANY SUCH WARRANTY IMPOSED BY LAW IS LIMITED TO THE WARRANTY PERIODS CONTAINED WITHIN THIS WARRANTY. NO WARRANTY ARISING OUT OF USAGE, CUSTOM, COURSE OF DEALING OR COURSE OF PERFORMANCE IS GIVEN BY VISSMANN OR SHALL ARISE IN CONNECTION WITH THIS WARRANTY. Some States or Provinces/Territories do not allow limitations on how long an implied warranty lasts, so the above limitation may vary by State or Province/Territory.

VISSMANN SHALL NOT BE RESPONSIBLE FOR ANY PUNITIVE, SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT LIMITATION LOSS OF USE OR LOST PROFITS). THE MAXIMUM CUMULATIVE LIABILITY OF VISSMANN SHALL NOT EXCEED THE PURCHASE PRICE THE OWNER PAID FOR THE HEAT PUMP. Some States and / or Provinces/Territories do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**TRANSFER AND ASSIGNABILITY**

An Owner may Transfer and Assign this Warranty to a new Owner, subject to the following conditions: the new Owner is subject to all Terms and Conditions, requirements, exclusions, and any and all tenets of this Warranty. The duration of the assigned or transferred warranty will be the unexpired term remaining in the Warranty Period(s).

**APPLICABLE LAW AND DISPUTE RESOLUTION**

This warranty shall be construed in accordance with the laws of the State of Rhode Island in the United States, and the Province of Ontario in Canada, respectively, based on where the Heat Pump is purchased and installed. All disputes arising from this warranty shall be brought before a court of appropriate jurisdiction, Owner and Viessmann waiving any objections to venue in, the exercise of jurisdiction by the appropriate courts of the State of Rhode Island or the Province of Ontario, respectively. IN THE UNITED STATES, BOTH OWNER AND VISSMANN WAIVE TRIAL BY JURY WITH RESPECT TO ANY SUIT OR ACTION ARISING OUT OF OR CONCERNING THIS WARRANTY.

**HOW TO MAKE A WARRANTY CLAIM**

For Warranty service, contact a Contractor. If this does not result in Warranty service, contact Viessmann directly at the appropriate address below:

**Canada**

Viessmann Manufacturing Company ULC  
750 McMurray Road  
Waterloo, Ontario N2V 2G5  
Canada  
Telephone: (800) 387-7373  
Facsimile: (519) 885-0887  
E-mail: [returns@viessmann.ca](mailto:returns@viessmann.ca)  
[www.viessmann.ca](http://www.viessmann.ca)

**United States of America**

Viessmann Manufacturing Co. (U.S.), Inc.  
45 Access Road  
Warwick, RI 02886  
USA  
Telephone: (401) 732-0667  
Facsimile: (401) 732-0590  
E-mail: [warranty@viessmann-climatesolutions.com](mailto:warranty@viessmann-climatesolutions.com)  
[www.viessmann-us.com](http://www.viessmann-us.com)