



Arctic Heat Pumps Warranty Information

Arctic Heat pumps offers multiple warranty options on our heat pumps. The warranty we offer can be broken down as follows:

1. Individual Heat Pump

When an Arctic heat pump is purchased individually (not as part of an Arctic System) the warranty period will be as follows:

- All Arctic Heat Pumps come stock with a 1 year parts/2 year compressor warranty. This warranty can be increased (see extended warranty section below). The stock allowance for labor per incident is \$150

2. Arctic Package

When an Arctic Heat pump is purchased as part of a “Arctic package” that includes circulation pumps and buffer tank/s, the warranty period will be as follows:

- All components in Arctic package, including the heat pump, will come stock with a 3-year parts and compressor warranty. This warranty can be increased (see extended warranty section below). The stock allowance for labor per incident is \$150

Extended Warranty

Arctic Heat Pumps offers an extended warranty for both individual heat pumps, and Arctic packages. This upgrade permits a 5 year warranty on both parts and the compressor for the Arctic heat pump. If an Arctic package is purchased, and owner would like to extend warranty, a 5 year warranty will be offered on all components that comprise a package.

This is an optional upgrade, and the charge for this coverage is 10% of the retail cost on any Arctic Heat Pump model. If upgrading to 5 year warranty for Arctic package, 10% of package total will be required to extended to 5 years.

If owner has Arctic package with 3 year warranty on all components, and wants to extend only Arctic Heat Pump warranty to 5 years, we offer warranty extension for just the heat pump. Again, that is 10% of retail cost for the heat pump.

The upgrade provides 5-year warranty on replacement components must be purchased on original sale, it cannot be added at later time.

This warranty is non-transferable and only exist to the original owner of the Arctic Heat Pump. Customers assume responsibility for subsequent damage that may occur as a result

of a warranty failure. Arctic Heat Pumps will not be responsible for additional damage such as freezing or leaks that may occur because of a malfunction. This warranty is limited to the products manufactured by Arctic Heat Pumps (unless Arctic package purchased). Other products manufactured by companies other than Arctic Heat Pumps must be dealt with by the original manufacturing company and their own manufacturer's warranty.

In addition to the parts this Warranty will cover up to \$150 CAD per incident for labor cost including diagnosis charges and/or repair costs. Receipt will be required for labor reimbursement. This should be emailed to sales@arcticheatpumps.com.

In order to file a warranty, we may request digital images of the setup of the system to ensure it has been installed according to the guidelines set above in our installation manual. Arctic heat pumps will not accept warranties for failures caused by incorrect wiring and incorrect plumbing including failure to use freeze protection such as glycol, in regions prone to freezing temperature. A buffer tank is required to ensure proper design and heat protection.

Team Arctic – October 2020

