

VISSMANN MANUFACTURING COMPANY (Viessmann)

STANDARD LIMITED WARRANTY

WHO THE WARRANTY COVERS

This warranty covers the original end user / purchaser (the “Owner”) of the Viessmann Vitocal 100-WA Ground Source Heat Pump (the “Heat Pump”), purchased and installed in the United States of America, or Canada on or after March 1, 2025, 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 provided with each unit, and compliance with local codes. Improper installation may endanger the occupants of the dwelling or damage the product.
- 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.
- 6) Proof of purchase may be required at the time of service.
- 7) The unit’s rating plate must not be defaced and/or removed.
- 8) Proof must be supplied that the equipment has been properly maintained over the life of the warranty, i.e. a minimum of once-a-year maintenance.

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 under normal use and maintenance, Viessmann will repair or replace the defective Heat Pump or defective part, accessory, or 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.

Except as otherwise stated herein, those are Viessmann’s exclusive obligations under this warranty for a product failure. All warranties in this document are subject to all provisions, conditions, limitations and exclusions listed below and on this document.

LIMITED WARRANTY FOR HEAT PUMP AND PARTS, ACCESSORIES, AND COMPONENTS

Residential Applications

Viessmann warrants that, when installed exclusively for personal, family, and household purposes in a single family dwelling or a residential building where the Heat Pump services only the Owner’s or occupant’s residence (“Residential Application”, whereas all other installations and applications that do not meet the definition of Residential Applications are “Non-Residential Applications”) the Heat Pump unit and compressor shall be free of defects in materials and workmanship for TEN (10) YEARS from the Date of Installation.

Viessmann warrants, in Residential Applications, that individual parts, accessories, and components (except as noted herein) of the Heat Pump shall be free of defects in materials and workmanship for FIVE (5) YEARS from the Date of Installation.

Non-Residential Applications

Viessmann warrants, in Non-Residential Applications (as defined above), that the Heat Pump unit and compressor shall be free of defects in materials and workmanship for TWO (2) YEARS from the Date of Installation.

Viessmann warrants, in Non-Residential Applications (as defined above) that individual parts, accessories, and components (excepted as noted herein) of the Heat Pump shall be free from defects in materials and workmanship for ONE (1) YEAR from the Date of Installation.

SUMMARY OF COVERAGE

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

Any replacement Heat Pump, Compressor, or any Part, Accessory, or Component replaced under this warranty shall have the unexpired term of warranty coverage of the original Heat Pump, Compressor, Part, Accessory, or Component being replaced.

Limited Warranty Periods	Years of Coverage	What is Covered	Viessmann Warranty Coverage
Limited Warranty for Heat Pump - Residential Applications	0-10	Full Units	100%
Parts and Accessories - Residential Applications	0-5	Parts, Accessories, Components	100%
Limited Warranty for Heat Pump - Non-Residential Applications	0-2	Full Units	100%
Parts and Accessories - Non-Residential Applications	0-1	Parts, Accessories, Components	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, improper shipping, abusive installation, unsuitable or improper use/operation of the Heat Pump, improper servicing, unauthorized alteration, 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) Any type of water conditioning 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.
- 10) 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.
- 11) Refrigerant or any costs related to refrigerant. This includes failure to use the proper refrigerant or observe refrigerant regulations.
- 12) Electricity or fuel costs or increases in electricity or fuel costs from any reason whatsoever including additional or unusual use of supplemental electric heat.
- 13) Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of either failed parts, or replacement parts, or new units.
- 14) Any product not installed pursuant to any applicable government minimum efficiency standard.
- 15) Normal maintenance as outlined in the installation and servicing instructions or owner's manual including but not limited to coil cleaning, filter cleaning, and/or replacement, and lubrication.
- 16) Components not supplied or designated by Viessmann, or damages resulting from their use.
- 17) Any special, indirect, or consequential property or commercial damage of any nature whatsoever. Some Provinces do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.
- 18) Any product purchased on the internet.
- 19) Viessmann may require any defective product(s), parts, or components be returned to Viessmann directly, or through a Contractor, distributor or authorized third party sales representative.
- 20) Improper or insufficient performance, or any damage related thereto, as a result of improperly sized return air ducting.
- 21) Damage as a result of drywall dust, hardwood dust, or any other significantly dust-like particulate matter that may be introduced into the Heat Pump.
- 22) Damage as a result of connecting the Heat Pump, or any of its system components, to an open well with contaminants.
- 23) Damage as a result of storing or installing the Heat Pump or any of its components near potentially damaging aerosols, examples of which include, but are not limited to, paint thinners and cleaning products.
- 24) Damage as a result of connecting the Heat Pump to undersized heat exchanger(s).

OWNER'S RESPONSIBILITIES:

The Owner is responsible for:

- 1) All labor costs, transportation/shipping/handling/delivery costs, 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.
- 6) Always check register CFM requirements against register manufacturer's data for register performance. It is extremely important to ensure that the duct system return air is NOT undersized.
- 7) Locating the Heat Pump in a location that is not subject to freezing temperatures. The minimum recommended room temperature for equipment location is 60°F (16°C). Provide a heated, insulated enclosure for the unit where necessary.
- 8) Ensure the use of proper antifreeze solutions and all freeze protection requirements, in accordance with product manuals.

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LIMITATIONS

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, AND IS THE SOLE AND EXCLUSIVE REMEDY OF THE OWNER. ALL IMPLIED WARRANTIES (AND IMPLIED CONDITIONS IN THE UNITED STATES AND CANADA) INCLUDING 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: (888) 484-8643 • Fax: (519) 885-0887
E-mail: returns@viessmann.ca
www.viessmann.ca

United States of America

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