



**Xterra Series Heat Pumps  
Residential and Commercial Warranty Schedule**

**Residential Applications Only:**

**All Parts-1 Year and Labour**

On Year 1, NHP will replace defective parts, F.O.B Winkler MB, prepaid freight only. Defective parts include only parts that fail due to defective material or workmanship and not improper installation. NHP will cover the cost of the labour to replace the defective part according to, and not exceeding, NHP Labour Allowance Schedule

**All Parts-2 Years**

Years 1 and 2, Northern Heat Pump Inc. (NHP) will replace defective parts, F.O.B Winkler, MB, prepaid freight only. Defective parts include only parts that fail due to defective material or workmanship and not improper installation.

**Refrigeration Components-5 Years (Optional 10 years)**

On years 3 through 5, NHP will replace defective refrigerant components including compressor, expansion valve, evaporator, condenser and reversing valve F.O.B Winkler, MB, prepaid freight only, that fail due to defective material or workmanship and not from improper servicing, misapplication, or neglect.

**Stainless Steel Cabinet-Lifetime**

NHP will warranty all stainless steel cabinet panels, due to defective material, for the lifetime of the unit.

**Commercial Applications Only:**

**All Parts 1 Year and Labour**

On Year 1, Northern Heat Pump will replace defective parts, F.O.B Winkler MB, prepaid freight only. Defective parts include only parts that fail due to defective material or workmanship and not improper installation. NHP will cover the cost of the labour to replace the defective part according to, and not exceeding, NHP Labour Allowance Schedule

**Refrigeration Components-3 Years**

On years 2 through 3, NHP will replace defective refrigerant components including compressor, expansion valve, evaporator, condenser and reversing valve, F.O.B Winkler, MB, prepaid freight only, that fail due to defective material or workmanship and not from improper servicing, misapplication, or neglect.

**Exceptions To Warranty**

**This Warranty does not apply to:**

1. Any portion of the system not supplied by Northern Heat Pump.
2. Scratches, dents or discoloration, on or in surfaces of products or units.
3. Air filters, fuses, refrigerant and oil.
4. Products or components that have had I.D. nametags or faceplates altered, removed or defaced.
5. Products that have defects or are damaged due to a harsh environment, including corrosive liquid or air supply or operation at abnormal temperatures.
6. Products or units damaged during shipment.
7. Products or units damaged from: improper service, installation, wiring, electrical, inadequate air flows, fire, floods, misapplication, modification, acts of God, rupture or breakage of the water condenser coil or tubing if subject to freezing applications without proper protection.
8. Products or components that are field altered from original factory design.
9. Products that are disconnected or moved from original installation.
10. Any products that have not been paid for, in full, to the authorized NHP dealer or contractor.

**How To Obtain Warranty**

If you have a problem with your unit or system or if you may have a warranty issue, please promptly notify your dealer within thirty (30) days of the issue. If it is determined that the Northern Heat Pump unit or component is the result of the problem, defective parts should be returned to the Northern Heat Pump factory, prepaid at your expense. All warranty claims and questions are to be directed to: Northern Heat Pump Warranty, Unit#3 201 South Railway Ave., Winkler, MB, Canada, R6W 1J9. Northern Heat Pump is not responsible for any delay in shipment of components and will make every effort to process claims as quickly as possible.

**Limitations to Warranty**

Warranty begins on the date of shipment of unit or return of product warranty registration card to Northern Heat Pump. All service must be performed by an authorized Northern Heat Pump service person. Northern Heat Pump will not be liable for consequential or incidental expenses, damages or losses with regards to any product or service. This warranty is given in lieu of all other express warranties, whether written or oral, and does not extend beyond the warranty duration set forth above.