



Turn to the experts

CARRIER CORPORATION

Limited Warranty for ecobee® for Carrier ecobee3 lite® ecobee® for Carrier Smart Thermostat Premium (the “Product”)

FOR WARRANTY SERVICE OR REPAIR:

Contact the Carrier contractor. You may be able to find the contractor’s name on the equipment or in your Owner’s Packet.

For additional help, contact: Carrier Corporation, Consumer Relations, Phone 1-800-227-7437.

Retain this document for your records.

Model Number _____ Serial Number _____

Date of Installation _____ Installed by _____

Name of Owner _____ Address of Installation _____

Carrier Corporation (“Carrier”) warrants to you, the purchaser and end user, that for a period of five (5) years from your date of purchase the Product shall be free of defects in materials and workmanship under normal use and service. If the Product fails this warranty during the warranty period, Carrier shall, at its option, repair the Product or provide a credit equal to our estimated retail price of the Product when purchased. The credit shall be provided to a participating contractor in your area, which you can apply to purchase a replacement product. This warranty is valid only for Product installed in the country in which it is purchased.

If you believe you have a claim under this warranty, please contact the Carrier contractor from whom you purchased the Product. If you cannot reach the contractor, please contact Carrier Consumer Relations at the number listed below.

Carrier does not have any obligation under this warranty until the Product forming the basis of your claim is returned to your participating contractor. You will not be required to pay for postage to return any Product that fails to meet this warranty.

This warranty does not cover labor, removal or reinstallation costs and shall not apply if the damages were found to be caused by something other than defects in materials or workmanship, including without limitation, if the Product:

- was operated/stored in abnormal use or maintenance conditions;
- is repaired, modified or altered, unless Carrier expressly authorizes such repair, modification or alteration in writing;
- was subject to abuse, neglect, electrical fault, improper handling, accident or acts of nature;
- was not installed by a licensed Heating Ventilation and Air Conditioning (HVAC) contractor; or
- was installed improperly.

Carrier’s sole responsibility shall be to, at its option, repair or provide a credit for the Product within the terms stated above. CARRIER SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE OF ANY KIND, INCLUDING ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING, DIRECTLY OR INDIRECTLY, FROM ANY BREACH OF ANY WARRANTY, EXPRESS OR IMPLIED, OR ANY OTHER FAILURE OF THIS PRODUCT. Some US states and Canadian provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Carrier’s responsibility for malfunctions and defects in materials and workmanship is limited to repairing the Product or providing a credit as set forth in this warranty statement. All express and implied warranties for the Product, including but not limited to any implied warranties and conditions of merchantability and fitness for a particular purpose, are limited to the five (5) year duration of this limited warranty. No warranties, whether expressed or implied, will apply after the limited warranty period has expired. Some US states and Canadian provinces do not allow limitations on how long an implied warranty lasts, so this limitation may not apply.

Carrier neither assumes responsibility for nor authorizes any other person purporting to act on its behalf to modify or to change this warranty, nor to assume for it any other warranty or liability concerning this or any other product.

This warranty gives you specific rights, and you may also have other rights which vary from jurisdiction to jurisdiction. If you have any questions regarding this warranty, please contact Carrier Consumer Relations, 1-800-227-7437.

ecobee and associated trademarks are the property of ecobee Inc.