
**TERMS AND CONDITIONS OF THE LIMITED 10-YEAR LABOUR WARRANTY ON
PANASONIC AIR CONDITIONING OR HEAT PUMP UNITS, EXTERIOS E OR
CLIMAPURE XE MODELS, OPERATING ON R-410a**

CONDITIONS AND LIMITATIONS:

1. The labour warranty described herein (hereinafter the "**Warranty**") applies only to the condenser (outdoor unit) and the evaporator (indoor unit) (hereinafter the "**Parts**") of your Panasonic Exterios E or Climapure XE air conditioning or heat pump unit (hereinafter the "**System**") when the System is installed for residential purposes only in the Province of Quebec.
2. Representations or promises made by the service retailer (hereinafter the "**Retailer**") or any other person not specifically included in the Warranty are automatically excluded from the Warranty.
3. The Warranty applies only to the original purchaser of the System and cannot be assigned or transferred.
4. The Warranty will cease to apply in all cases where one or both Parts of the System are moved from their original installation location to a new location.
5. The System's owner acknowledges that labor costs not covered by the Warranty will be at his exclusive expense without any recourse against Descair Inc.
6. Descair Inc. or the Retailer shall not be held responsible for damages, direct or indirect, resulting from any delay in carrying out the required repairs covered by the Warranty.
7. The Warranty is subject to normal residential use of the System in accordance with Panasonic's specifications and recommendations.

LIMITATION OF LIABILITY:

Descair Inc.'s liability under the terms of the Warranty shall in no case exceed the cost of labor required for the replacement of one of the Parts of the System.

EXCLUSIONS:

The Warranty does not cover:

1. Any repair made to correct a failure or malfunction that is not directly attributable to a manufacturing defect in the System, such as damage resulting from fire, flood, electrical surge, misuse, earthquake or other fortuitous event akin to an Act of God.
2. Any repairs required as a result of improper maintenance of the System or installation not in accordance with Panasonic's guidelines.
3. Any amount charged by the Retailer as a labour surcharge due to:
 - (i) work performed outside normal business hours or on a holiday;
 - (ii) difficulty accessing the System when the evaporator (indoor unit) is installed more than 2.286 meters (7 feet 6 inches) from the ground or the condenser (outdoor unit) is installed more than 1.52 meters (5 feet) from the ground;
 - (iii) a delay in the completion of the repair work caused by the general condition of the premises which makes it difficult for the Retailer to access the System.

4. Refrigerant leaks other than those from the sealed parts of the System; for example, leaks from flared joints, piping between System Parts and welds made during System installation are not covered.
5. Water leaks caused by improper installation of the exterior drainage system or any other breakage or malfunction resulting from a faulty installation of the System.
6. The work related to the periodic maintenance recommended by Panasonic as well as the replacement of the System's filters.
7. The time required to replace parts or components not conforming to Panasonic's specifications including, but not limited to, pipes, cables, switches, adapters, conduits, fittings, etc.

OWNER'S RESPONSIBILITY:

To preserve the Warranty, the owner must, at all times, ensure that the System is periodically maintained with respect to the cleaning of the filters (and their replacement when necessary) and cleaning the components of the Parts to ensure optimal operation.

It is strongly recommended that each owner of a System enter into a maintenance and verification agreement for the System, including the cleaning of its main components, the verification of operations sequences and the refrigeration connections.

It is the responsibility of the owner to contact the Retailer as soon as a System failure occurs and to stop the operation of the System, if necessary, in order to avoid further damage to the System.

If you are unable to contact a Retailer, you can obtain a list of Retailers near the residence where the System was installed by visiting www.descair.ca consumer's section.

LABOUR ALLOWANCE TABLE:

You will find in the appendix, for your information, the Schedule of Allowed Hours that Descair Inc. allocates to perform or correct a System malfunction. The Retailer is required to respect these labor allowances unless a separate agreement has been made with the owner.

I undersigned _____ certify that I have read and accepted the terms and conditions stipulated in this document presented by the Retailer.

Date: _____

LABOUR ALLOWANCE TABLE:

Limited 10-year labour warranty	Allowed Hours
Electrical components	
Electronic board	1.5H
Condensor motor	1H
Evaporator motor	1.5H
Other components: Reactor, terminal, sensors, factory wiring, louver motor, coil, high and low pressure switch	1H
Sealed system	
Parts on sealed system (EXV, capillar, reversing valve)	3H
Compressor replacement	4H
Coil replacement	3H
2-way and 3-way service valves	2H
Refrigerant leak (repair)	2.5H
Others	
Casing parts (manufacturing defect.)	1H
Fan blade and bearings	1H