Maritime Geothermal Residential Warranty Overview

See Maritime Geothermal's Limited Express Residential Warranty Certificate for specific coverage and limitations.

Maritime Geothermal's residential class heat pumps are backed by a ten-year limited warranty on major refrigerant circuit components and a five-year limited warranty on all remaining components. Accessories such as thermostats, water valves, pump modules and electric heaters carry a five-year limited warranty when installed with Maritime Geothermal units. Accessories, when purchased separately, will only be covered under warranty for one year from the date of purchase.

Maritime Geothermal backs up its commitment to quality by including a **service labor allowance** for the first five years on the compressor and major refrigerant circuit parts and two years on all other parts, including thermostats, auxiliary electric heaters and geothermal pumping modules when installed and purchased with our geothermal units. The labour allowance is designed to reduce the cost of repairs, however it may not cover the entire labour fee charged by your authorized dealer or other non-authorized service technician.

Have Questions?

For more information, email us at: **info@nordicghp.com**
Or call: **1-800-986-6781**

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Repair/Replacement Labor Allowance Schedule*:	Labour Allowance		Allowance Term
	Hours	Dollars	
Air Coil Replacement	10	$1,000.00	5 years
Compressor Replacement	6	$600.00	5 years
Water Coil Replacement	6	$600.00	5 years
Hot Water Generator Coil Replacement	5	$500.00	5 years
Reversing Valve Body Replacement	5	$500.00	5 years
Expansion Valve Replacement	5	$500.00	5 years
Refrigeration Leak (brazing required)	5	$500.00	5 years
Pressure Switch Replacement	1	$100.00	2 years
Blower Motor Replacement	1	$100.00	2 years
Internal Water Leak Repair – loop circuit	3	$300.00	2 years
External Water Valve Replacement – open loop	1.5	$150.00	2 years
Water Pump or Valve Replacement – loop circuit	3	$300.00	2 years
Internal Water Leak Repair – hot water circuit	1.5	$150.00	2 years
Water Pump Replacement – hot water	1	$100.00	2 years
Electronic Control Board Replacement	1	$100.00	2 years
Thermostat Replacement	1	$100.00	2 years
Blower Wheel Replacement	1.5	$150.00	2 years
Noise Repair	1	$100.00	** 2 years
Component Replacements Not Part of Listed Repairs	1	$100.00	2 years
Diagnostic Allowance	1	$100.00	2 years
Travel Allowance	1	$100.00	**

** Same time period as covered repair or replacement
*The above dollar amounts are the maximum payable per item under this warranty.
Please see page 3 of this document for details on how the warranty allowance is calculated.

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1. All allowances requiring entry into or repair of the refrigerant circuit includes evacuation, reclaim, recharge and drier change.
2. Allowance for compressor replacement includes cleanup, evacuation, reclaim, recharge, and drier change.
3. Noise repair paid only when due to internal component failure, malfunction, or misalignment.
4. Diagnostic allowance will be paid only in conjunction with a covered replacement or repair.
5. Only one (1) travel allowance will be paid in conjunction with a covered replacement or repair.
6. Claims with multiple component replacements:
    a. Most significant component will receive allowance per schedule above.
    b. Each additional component will receive an allowance of 0.5 hours.
    c. Only one diagnostic claim allowed even for multiple component replacement.
7. Allowed hours are total man-hours, payable at our rate.
8. All claims must be submitted within 90 days of failure date.
9. Submit service invoice and/or records upon request with your claim sheet.
10. Labour warranty and refrigeration allowance will only be paid directly to the homeowner. Proof of payment for repairs is required.

Refrigerant Reimbursement

Refrigerant reimbursement is limited to the factory-specified refrigerant charge of the applicable heat pump model. Refrigerant will be reimbursed at Maritime Geothermal's current refrigerant cost plus $5.00 per lb, up to the unit's original factory charge. This amount will only be paid if the homeowner has been charged for refrigerant as part of the warranty repair.

Maritime Geothermal Ltd. Warranty Claim Sheet

RMA #:	Installer:
Heat Pump Serial #:	
Customer Name:	
Date Installed:	
Service Date for this claim:	

Warranty Operation	Labour Allowance		Fill in $ Value Below
	Hours	Dollars	
Air coil Replacement	10	$1,000	
Compressor Replacement	6	$600	
Water Coil Replacement	6	$600	
Hot Water Generator Coil Replacement	5	$500	
Reversing Valve Body Replacement	5	$500	
Expansion Valve Replacement	5	$500	
Refrigerant Leak (Brazing Required)	6	$600	
Pressure Switch Replacement	1	$100	
Blower Motor Replacement	1	$100	
Internal Water Leak Repair - Loop Circuit	3	$300	
External Water Valve Replacement - Open Loop	1.5	$150	
Water Pump or Valve Replacement - Loop Circuit	3	$300	
Internal Water Leak Repair - Hot Water Circuit	1.5	$150	
Water Pump Replacement - Hot Water	1	$100	
Electronic Control Board Replacement	1	$100	
Thermostat Replacement	1.5	$150	
Blower Wheel Replacement	1.5	$150	
Noise Repair	1	$100	
All Other Warranty Components Replacements	1	$100	
Diagnostic Allowance	1	$100	
Travel Allowance	1	$100	

Notes:

Total Claim:

(Office Use Only) Refrigerant Reimbursement:

Total Payable:

Warranty Submission Information

Important! Invoice for warranty work must be submitted with this claim form.
Complete the submission form and email it to: **info@nordicghp.com**