



Limited Warranty Statement

Mainline products will be covered by the manufacturer’s Limited Warranty that warrants the products against failure due to manufacturing defects in materials or manufacturing workmanship. All warranty periods will commence on the date of original installation. In cases where the original installation date cannot be verified, all warranty periods will begin ninety (90) days from date of manufacture listed on the unit’s factory data plate. If a part covered under the Limited Warranty fails due to a defect during the applicable warranty period, Mainline will provide a replacement part at no charge. This Limited Warranty is subject to all terms and conditions listed in this Limited Warranty Statement.

Residential Applications:

Parts and Compressor	Electric Heat Kits	Unit Replacement	Controls
10-Year Warranty	5-Year Warranty	3-Year Warranty	1-Year Warranty

Commercial Applications:

Parts and Compressor	Electric Heat Kits	Unit Replacement	Controls
5-Year Warranty	5-Year Warranty	3-Year Warranty	1-Year Warranty

For all warranty claims:

A licensed HVAC contractor (or certified HVAC contractor in states or provinces that do not require licensing) must complete and submit a Warranty Claim Form to their local Mainline HVAC distributor with the following required attachments: Photo of unit data plate to verify model and serial number, copy of dated installation invoice provided to end customer, and a copy of the purchase receipt from a Mainline HVAC distributor.

For refrigerant leak cases, a photo of the refrigerant leak must be provided showing soap bubbles to confirm the refrigerant leak location.

3-Year Unit Replacement Warranty is based on the following sealed component failures only:

Compressors, Electronic Expansion Valves (mechanical portion), Solenoid Valves (mechanical portion), Reversing Valves (mechanical portion), Capillary Tubes, Non-Replaceable Factory Strainers, Indoor Evaporator Coils (excludes and does not apply to Air Handlers or A-Coils), Outdoor Condenser Coils, Mechanical Low or High Pressure Safety Switches, Service Valves, and Factory Refrigerant Piping/Brazed Joints.

For installations that qualify for the 3-Year Unit Replacement Warranty, a licensed HVAC contractor (or certified HVAC contractor in states or provinces that do not require licensing) must contact the Technical Support Department at 1(888) 205-7110 Ext. 2 for approval and a warranty case number prior to completing and submitting a Warranty Claim Form to a Mainline HVAC distributor. The approved unit replacements will inherit only the remaining warranty period from the original installation.

This Limited Warranty only applies to:

1. Systems manufactured with R-454B refrigerant that were sold or installed after January 1, 2025.
2. Systems installed in the United States and Canada.
3. Model Series listed on page 3 of this Limited Warranty Statement.
4. System installations that have been properly installed by a licensed HVAC contractor (or certified HVAC contractor in states or provinces that do not require licensing) and meets all applicable local, state, provincial, and federal building codes and permit requirements.
5. System installations that meets all Mainline factory installation and operating instructions.
6. System installations that are exclusively for residential and commercial HVAC comfort cooling and heating applications only.
7. Original owner at the original installation location and is not transferable to any secondary or alternate locations.

This Limited Warranty excludes and does not cover:

1. Systems installed outside of the United States and Canada.
2. Any system with a missing, altered, defaced, or removed factory data plate containing the model and serial number.
3. Any Model Series not specifically listed on page 3 of this Limited Warranty Statement.
4. System installations by anyone other than a licensed HVAC contractor (or certified HVAC contractor in states or provinces that do not require licensing).
5. System installations that have not been properly installed by a licensed HVAC contractor (or certified HVAC contractor in states or provinces that do not require licensing) and do not meet all applicable local, state, provincial, and federal building codes and permit requirements.
6. System installations that do not meet all Mainline factory installation and operating requirements.
7. System installations that are outside of residential and commercial HVAC comfort cooling and heating applications.
8. Failures or damage due to any modification and/or alteration of the equipment, components, controls, settings, and/or integration with 3rd party equipment, controls, and/or accessories.
9. Failures due to lack of required proper maintenance and service outlined in the factory Installation and Owner's Manuals.
10. Failures due to corrosive environments, installations along the coastline, accidental damage, damage from fires, floods, lightning, or any environmental acts of nature.
11. Failures due to power interruptions, power failures, unstable power, inadequate electrical power supply, and/or incorrect fuse size, breaker size, or electrical wire size.
12. Failures due to the use of an incorrect refrigerant type and/or incorrect amount of additional refrigerant charge, incorrect refrigerant pipe size, and/or undersized and oversized systems.
13. Labor or any costs associated with diagnosis, repair, or refrigerant charge of the system.
14. Damage from shipping or handling during transport, installation, or startup.
15. Damage from any misuse and/or negligence during installation or operation of the system.
16. Any 3rd party controls or accessories installed with a Mainline system.
17. Anything not specifically listed in this Limited Warranty Statement.

This Limited Warranty only applies to the following Model Series:

Windair	MLxxHP115WIN-I/O, MLxxHP230WIN-I/O
Genesis	MLxxHP115GEN-I/O, MLxxHP230GEN-I/O
Nexus	MLxxHP115NEX-I/O, MLxxHP230NEX-I/O
Nexus Ultra Heat	MLxxHP230NEXH-O
Caldera Tech	MLxxHP230CALH-I/O
E-Star Multi-Zone	MLxxHP230MUL-O
Ultra Heat Multi-Zone	MLxxHP230MULH-O
Multi-Zone Indoor Units	MLxxHP230STDCAS-I, MLxxHP2301WYCAS-I, MLxxHP230FLO-I, MLxxHP230CON-I, MLxxHP230LSDUC-I, MLxxHP230HSDUC-I, MLxxHP230AHU-I
Element	MLxxHP230LMNT-O
Element Ultra Heat	MLxxHP230LMNTH-O
Element Indoor Units	MLxxHP230LMNTAHU-I, MLxxHP230G3AHU-I, MLxxHP230WMAHU-I, MLxxHP230PCAHU-I, MLxxHP230CC14-I, MLxxHP230CC17-I, MLxxHP230CC21-I, MLxxHP230CC24-I,
Light Commercial	MLxxHP230LCM-O
Ultra Heat Light Commercial	MLxxHP230LCMH-O
Light Commercial Indoor Units	MLxxHP230STDCAS-I, MLxxHP230FLO-I, MLxxHP230HSDUC-I, MLxxHP230RS485AHU-I
Electric Heat Kits	EAH-xxE(UL), EAH-xxF(UL), EAH-xxC(UL), EAH-xxD(UL)

This Limited Warranty gives the original owner specific legal rights, and the original owner may also have other rights which vary from state to state or province to province.