2026

ComfortStar®

Air Conditioning & Heating Products

eco smart series™ r32+ ECO FRIENDLY REFRIGERANT

LIMITED WARRANTY

eco Smart Series – CH20-32 - C32-MZ

(Unit must be registered within 60 days of installation.)

Complete Mini-Split Systems:

Single Zone Matched System

Outdoor Condenser:	Indoor Matching Unit:
CH20-09CA-32(O), CH20-12CA-32(O), CH20-09CD-32(O), CH20-12CD-32(O), CH20-18CD-32(O), CH20-24CD-32(O), CH20-36CD-32(O)	CH20-09CA-32(I), CH20-12CA-32(I), CH20-09CD-32(I), CH20-12CD-32(I), CH20-18CD-32(I), CH20-24CD-32(I), CH20-36CD-32(I), TPA32-09CD(I), TPA32-12CD(I), TPA32-18CD(I), TIP32-24CD(I), CPA32-09CD(I), CPA32-12CD(I), CPA32-18CD(I), CPA32-24CD(I), FPA32-18CD(I), FPA32-24CD(I)

Multi-Zone Matched System

Outdoor Condenser:	Indoor Matching Unit:
C32-MZ-2, C32-MZ-3, C32-MZ-4, C32-MZ-5,	CH20-09CD-32(I), CH20-12CD-32(I), CH20-18CD-32(I), CH20-24CD-32(I), TPA32-09CD(I), TPA32-12CD(I), TPA32-18CD(I), TIP32-24CD(I), CPA32-09CD(I), CPA32-12CD(I), CPA32-18CD(I), CPA32-24CD(I), FPA32-18CD(I), FPA32-24CD(I)

Registered Unit

3 Years Parts Limited Warranty

5 Years Compressor Limited Warranty

Unregistered Unit with Supporting Documents of Installation Date or 4 Months from Date of Manufacture

1 Years Parts Limited Warranty

(except Quebec, CA Florida, USA and California, USA - 3 Years Parts Limited Warranty)

5 Years Compressor Limited Warranty

If the above unit is installed in a commercial application then all parts are warranted for a period of one (1) year, and the remote control is warranted for a period of 30 days. Units must be installed within 18 months of the manufacturing date to qualify for warranty coverage. Any unit installed after this period will not be covered under the ComfortStar warranty.

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ComfortStar® USA warrants that the Condensing Unit Product and Coils conforms to the manufacturer's specifications, and will be free of defects in material and workmanship under normal use and maintenance, as listed and described below:

- For the owner of the property where the system was installed, all parts are warranted for a period of three (3) years from the date of installation, except as noted below.
- The compressor is warranted for a period of five (5) years from the date of installation for the owner of the property where the system was installed, except as noted below.
- The remote control unit is warranted for a period of 90 days from the date of installation for the owner of the property where the system was installed.

Unit must be registered within 60 days of installation to receive full warranty.

Units must be installed within 18 months of the manufacturing date to qualify for warranty coverage.

Any unit installed after this period will not be covered under the ComfortStar warranty.

If the unit is installed in a commercial setting, all parts are warranted for one (1) year, while the remote control is warranted for 30 days.

The warranty ceases once the unit is removed from its original installation location.

ComfortStar USA does not offer any warranty for units purchased online or installed by individuals who are not state-certified or licensed contractors.

Warranty Start Date
This warranty period begins on the date of the original installation registered or verified by installation service receipt or invoice from contractor to customer. If the date cannot be verified, the warranty period begins four (4) months from the date of manufacture.

Remedy and Replacement
ComfortStar USA's sole obligation and your exclusive remedy under this warranty is to provide a replacement part, free of charge, for any part deemed defective due to workmanship or materials under normal use and maintenance. To receive warranty credit, the defective part must be returned to a ComfortStar USA distributor by a state-certified or licensed contractor. Any replacement part provided under this warranty is only covered for the remaining duration of the warranty applicable to the original part it replaces. All remote controls must be returned to the factory for warranty replacement.

Exclusions
This warranty does not cover any labor, freight, or other costs related to the repair, replacement, service, or operation of the unit.
These warranties replace all other express warranties.

Owner Name: _____

Installation Address: _____

City, State, ZIP: _____

Installing Contractor: _____

Address: _____

City, State, ZIP: _____

Phone/Email: _____

All Implied warranties, including but not limited to warranty of merchantability and fitness for particular purpose, are limited to the duration of this warranty. Some states and provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

IN NO EVENT, WILL COMFORTSTAR USA BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO EXTRA UTILITY EXPENSES OR DAMAGES TO PROPERTY. Some states and provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

ComfortStar® USA is not responsible for:

1. Normal maintenance as described in the installation manual, such as cleaning filters, replacing filters, lubrication, cleaning of coils, and any other routine maintenance.

2. Damage as a result from flood, fire, winds, lightning, accidents, corrosive atmosphere, or other conditions beyond the control of ComfortStar USA.

3. Damage or repairs performed as a result of faulty installation or application of product.

4. Use of components and/or accessories not compatible or intended for use with this unit.

5. Products installed outside of the USA or Canada

6. Parts not supplied by ComforStar USA.

7. Failure to start due to interruption and/or inadequate electrical service, or electrical spikes caused by local utilities.
8. Damage or repairs caused by any improper use, maintenance, operation, or servicing.

9. Any damage caused by frozen or broken water pipes in the event of an equipment failure.

10. Any change in the appearance of the unit that does not affect the performance of the product.

11. Improper matching of Mini-Split Components.

12. Removal from site of protective material or packaging.

This warranty gives you specific legal rights, and you may also have other rights that may vary from state to state, or province to province.

For Further Information about this warranty, or your ComfortStar® USA Product, contact your installing dealer/contractor for assistance. Your local dealer/contractor is the best source for technical assistance with your ComfortStar® USA Product.

ComfortStar® USA
12201 NW 107th Ave
Medley, FL 33178

Unit Model Number: _____

Unit Serial Number: _____

Unit Install Date: _____

Dealer Name: _____