CLAIMS DEPARTMENT

Updated : October, 2026

6-YEAR LIMITED PARTS & 6-YEAR COMPRESSOR WARRANTY

Subject to the terms of this Limited Warranty statement ("Limited Warranty"), The Master Group Inc. ("Master Group") warrants to the original purchaser[1] of the Elios product **R-410A**, E18, E19, E23, E25, e-Match or e-Multi (the "System"), purchased and installed in Canada as of October 5, 2026, from a licensed HVAC contractor that:

1. **The System is covered by a 6-year parts warranty for the original owner[2].** If any part proves defective due to improper workmanship and/or defective material within a period of 6 years from the date of installation of the System, Master Group will provide replacement for any defective part without charge for the part only[3]. Replacement parts are warranted for the remainder of the original 6-year warranty period. Where an outdoor unit is installed in combination with a universal indoor unit, the indoor unit shall be covered by a six (6) year warranty on the heat exchanger and a limited six (6) year warranty on parts. Replacement parts, at the sole discretion of Master Group, may be of like kind and quality or may be new or remanufactured. Defective parts must be returned to Master Group in exchange for the replacement parts and become the property of Master Group.

2. **The compressor is covered by a 6-year warranty for the original owner[4] of the System.** If the compressor should prove defective due to improper workmanship and/or defective material within a period of 6 years from the date of installation of the System, Master Group will provide replacement for the defective compressor without charge for the compressor only. Replacement compressors are warranted for the remainder of the original 6-year warranty period. Replacement compressors, at the sole discretion of Master Group, may be of like kind and quality or may be new or remanufactured. Defective compressors must be returned to Master Group in exchange for replacement compressors and become the property of Master Group.

3. **Controls and accessories** If any controls and/or accessories are found to be defective due to defects in workmanship and/or defective materials within the specified warranty period below, from the date of System installation, Master Group will, at its discretion, provide replacement controls and/or accessories, either new, like-kind, or rebuilt, as outlined below:

Accessory	Warranty Period
Wireless control (remote)	1 year
Wired control	1 year
Heater for AHU	10 years
24VINTERFACEKITUNIVERSAL	1 year

4. **No manufacturer Labour.** This Limited Warranty **does NOT include Labour or any other costs** incurred for service, maintenance, repair, removing, replacing, installing, complying with local building and electric codes, transportation, shipping or handling, or replacement of the System, compressors or any other parts. For items that are designed to be maintained or replaced by the original owner, the original owner is solely responsible for all Labour and other costs of maintaining, installing, replacing, disconnecting or dismantling the System and parts (such as filters) in connection with owner-required maintenance. Air filter cleaning and/ or replacement for each applicable indoor unit are owner-required maintenance, and Labour for this procedure is not covered by the warranty.

5. **Installation**. This Limited Warranty applies only to Systems installed by licensed HVAC contractors to install HVAC Systems under applicable provincial or federal laws in Canada in accordance with (i) all applicable building codes and permits, (ii) Master Group installation and owner's manual, and (iii) the industry standard installation practices.

1 For residents of the province of Quebec, this Limited Warranty applies to the original or to the subsequent owner within the warranty period.
2 See note 1
3 See clause 4 No Manufacturer Labour
4 See note 1

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6. **This Limited Warranty does not cover:**

a) Property damages or personal injury, malfunction or failure of the System caused by:

i. accident, incorrect equipment selection, abuse, external events (including damages by animals, vandalism and the like) negligence or misuse (including failure to perform maintenance as described in the owner's manual guide such as cleaning air filters, or any damages due to excessive physical or electrical constraints);

ii. operating the System in a corrosive or wet environment, including those containing chlorine, fluorine or other hazardous or harmful chemicals or other environmental factors including sea or salt water;

iii. installation, alteration, repair or service by anyone other than a licensed HVAC contractor or other than in accordance with the manufacturer's instructions;

iv. operating the System in a manner that does not comply with the owner's manual;

v. freight damage occurring after the original date of installation;

vi. damage due to a power surge or to lightning and/or fluctuations in the electrical supply or any interruption thereof or any other force majeure including, but not limited to, fire, storm, severe thunderstorm, lightning, earthquake, theft or riot;

vii. any damage caused by parts or components from third parties used for the installation of the System including, but not limited to, pipes, cables, pumps, switches, adapters, covers, ducts, fittings, etc .; or

vii. any part not sold by Master Group.

b) Diagnostics and service provider travel costs during service calls.

c) Annual maintenance and routine maintenance as well as any required repair because the maintenance has not been done or is not in accordance with the owner's manual such as cleaning coils, filters, squirrel cage, drain and changing the battery.

d) Any repair made necessary following a failure of the System due to snow, ice or debris accumulation on the outdoor unit or other bad weather conditions.

e) Any repairs to the outer casing of the indoor unit.

f) Labour costs charged by the service provider.

g) Covered refrigerant leaks are limited to the refrigerant contained in the System itself. For better clarity, any other leaks (joints, piping, welding) are not covered.

h) Water leaks due to improper installation of external drainage system.

i) Repairs due to improper initial installation of unit.

j) Subsequent repairs due to inadequate service work.

k) All replacement filters; carbon, plasma, apple catechin and high efficiency.

l) if System serial number has been altered, obliterated or removed.

7. **The Owner is entirely responsible for:**

a) All services and repairs not covered by this agreement.

b) Checking and replacing fuses or resetting open circuit breakers.

c) Operation of System in accordance to the manufacturers' instructions and owner's manual.

d) Performing any routine maintenance or special maintenance as stipulated in the owner's manual.

e) Ensuring that a licensed HVAC technician performs service and maintenance.



f) Ensuring the service provider uninhibited access to the equipment and controls, including removal of any fixture, material, or partition which may interfere with the service provider work.

g) At all times keep snow, ice, and debris away from the outdoor unit, including the top, sides, and bottom.

IMPORTANT: Warranty can be voided if any of the aforementioned are not respected.

8. This Limited Warranty may not be extended, enlarged or affected by, and no obligation or liability shall arise or grow out of, Master Group providing, directly or indirectly, technical advice, information and / or service to original owner in connection with the System[5].

9. **Warranty limits**. EXCEPT AS OTHERWISE CONTAINED IN THIS LIMITED WARRANTY, MASTER GROUP MAKES NO OTHER WARRANTIES OF ANY KIND WHATSOEVER REGARDING THE SYSTEM. MASTER GROUP DISCLAIMS AND EXCLUDES ALL WARRANTIES NOT EXPRESSLY PROVIDED HEREIN AND ALL REMEDIES WHICH, OTHER THAN THIS PROVISION, MAY ARISE BY OPERATION OF LAW INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, OF NON-INFRINGEMENT OF THIRD PARTY INTELLECTUAL PROPERTY RIGHTS, AND OF FITNESS FOR A PARTICULAR PURPOSE. NO ONE IS AUTHORIZED TO MODIFY THIS LIMITED WARRANTY IN ANY WAY OR TO CREATE OTHER OBLIGATION OR LIABILITY FOR MASTER GROUP WITH REGARDS TO ANY SYSTEM. MASTER GROUP DISCLAIMS ALL LIABILITY FOR THE ACTS, OMISSIONS OR CONDUCT OF ALL THIRD PARTIES (INCLUDING, BUT NOT LIMITED TO, THE LICENSED HVAC CONTRACTOR) IN CONNECTION TO OR RELATED TO THE SYSTEM[6].

10. **Limits of liability**. UNDER NO CIRCUMSTANCES, SHALL MASTER GROUP BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION (i) LOSS OF REVENUE OR PROFIT, (ii) DEPRIVATION OF PROPERTY; (iii) DEGRADATION OF OTHER GOODS, (iv) COSTS OF REMOVAL AND REINSTALLATION OF SYSTEM; (v) INJURY CAUSED TO PERSONS OR MATERIAL DAMAGE ARISING OUT OR RELATED TO THE SYSTEM, WHETHER BASED ON BREACH OF WARRANTY, BREACH OF CONTRACT, EXTRA CONTRACTUAL ACT (TORT) OR OTHERWISE, EVEN IF MASTER GROUP HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN NO EVENT SHALL MASTER GROUP'S LIABILITY EXCEED THE VALUE OF THE PURCHASE PRICE OF THE SYSTEM TO WHICH ANY CLAIM IS MADE[7].

11. If any provision herein turns out to be illegal or unenforceable, that provision will be inapplicable and the other provisions of the Limited Warranty will continue to have full effect.

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

13. This Limited Warranty is only valid in Canada and is **not transferable**[8].

5 Residents of the province of Quebec, this disclaimer is subject to the provisions of applicable Quebec consumer protection laws. In the event of any conflict between this disclaimer and such laws, the latter shall prevail.
6 See note 5
7 See note 5
8 The limited warranty is transferable for residents of the province of Quebec.



HOW TO OBTAIN WARRANTY SERVICE:

If repairs are required, the owner must contact the Licensed HVAC Contractor. In the event that the Licensed HVAC Contractor is no longer available, a list of authorized dealers may be found at www.master.ca. To obtain warranty parts services contact the licensed HVAC contractor within the applicable Limited Warranty period. Proof of purchase or proof of installation by a licensed HVAC contractor is required to make this Limited Warranty valid. Protect your warranty by registering[9] your product immediately to https://cdn.master.ca/documents/warranty-forms/SYNCRON_REGISTRATION_REQUEST.pdf buying only from an authorized dealer, and checking the product and packaging to verify that the factory serial number have not been tampered with.

HOW TO SUBMIT A CLAIM:

The service provider must fill out and submit a claim form to Master Group for any reimbursement. The claims must be received by Master Group no later than 30 days following the repairs. Payment will be issued shortly after receiving the completed claim form. Email claim to warranty@master.ca https://cdn.master.ca/documents/warranty-forms/SYNCRON_WARRANTY_CLAIM.pdf

ALL CLAIMS MUST INCLUDE:

The model and serial number, name and address of owner, name and address of service provider, a brief description of the work performed, a list of parts used at cost price, amount of refrigerant used (pounds), date of repairs and signatures of the owner and service provider. Proof of the installation date by a licensed contractor is required when requesting warranty service. Present the sales receipt, building permit or other document which establishes proof and date of installation. In the absence of acceptable proof, this Limited Warranty shall be deemed to begin one hundred twenty (120) days after the manufacture date stamped on the System.

9 Residents of the province of Quebec are not required to register their warranty for it to be valid.

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APPENDIX A

SERVICE AGREEMENT RECOMMENDATIONS

WHAT MUST BE INCLUDED IN AN ANNUAL MAINTENANCE SERVICE AGREEMENT (NOT INCLUDED WITH WARRANTY):

- Checking System functions
- Inspection of all electrical connections
- Cleaning of filters
- Cleaning of inside coil
- Cleaning of blower assembly
- Cleaning of condenser coil
- Checking operation pressures
- Checking refrigerant piping
- Checking cut-off thermostat
- System explanation if required

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