



Air Conditioning & Heating

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#### GOODMAN POLICY CONCERNING ONLINE SALES TO CONSUMERS

Homeowners using the Internet to locate information regarding residential heating, ventilation and cooling (HVAC) systems may discover several sites offering a direct-to-homeowner purchase opportunity. HVAC systems and components are designed to be installed by qualified HVAC technicians. The installation of HVAC systems includes electrical, gas, and refrigerant connections, is generally regulated by a multiple sets of laws, codes and guidelines, at the federal, state and local levels. Further, the failure to properly install HVAC equipment can raise personal safety and performance concerns.

#### Internet Sales Policy

**No warranty is offered on Goodman brand equipment purchased by consumers over the Internet, including web-based auctions.**

This policy is necessary to ensure that Goodman brand equipment is installed properly, in compliance with applicable laws, rules and codes, and in a manner that addresses safety concerns and the proper performance of Goodman brand equipment.

As outlined below, the failure to comply with this policy could lead to violations of applicable law that are punishable by fines.

- ◆ **Licensing and Permitting Requirements**

It is common that an HVAC installer must be licensed by the state or municipality in which the HVAC equipment is to be installed. Some jurisdictions may, in addition, have permitting requirements. (Consult your local laws and rules to determine the requirements imposed by your jurisdiction.) Further, local building codes often require that specific types of HVAC connections be made by licensed professionals. For example, licensed plumbers may be required to make any gas or water connections necessary in the installation of an HVAC system; and licensed electricians may be required to make all electrical connections to the HVAC system.

- ◆ **Refrigerant Guidelines**

All HVAC cooling equipment and systems require the use of a refrigerant gas that is compressed and liquefied during the cooling cycle. The two most common refrigerants in the HVAC industry are identified as R-22 and R-410A. Federal, state, and local laws and guidelines are applicable to the introduction, reclamation, and recycling of these refrigerants. Violation of such laws may result in fines to any non-licensed or non-certified HVAC installer. Consult your local laws and guidelines for full details.

- ◆ **Consumer Protection Laws**

Websites or auction listings claiming that the Goodman Equipment being sold is covered by Goodman consumer warranties are erroneous, and therefore violate Federal and, in some cases, state, consumer protection laws.