



Contractor Support 888-850-7928 | Mon–Fri 8AM-5PM EDT

Licensed Contractors may call during these hours to obtain Technical Support for GREE-branded equipment.

Requirements for warranty support

1) Case # [i.e. 01.01.18 XX] (if obtained already; include in all correspondence):

2) End users full Name:

End users address:

3) Model Number:

Serial Number:

4) Copy of invoice where purchased.

5) Copy of Licensed HVAC installers invoice

Invoice must include:

- Name of HVAC business:
- Address of HVAC business:
- HVAC license number:
- Date of installation:

6) Servicing HVAC Contractors Info

- HVAC License number:
- Company Name:
- Complete business address:
- Phone number:
- Tech or contact person's name and number:

7) Picture of data plate

8) Failed Item Part Number & Description