TCL NORTH AMERICA 3 YEAR LIMITED WARRANTY STATEMENT – FOR SELECT WINDOW AIR CONDITIONERS, PORTABLE AND THROUGH-THE-WALL AIR CONDITIONERS, DEHUMIDIFIERS, AND AIR PURIFIERS

Limited Warranty Statement Effective date: January 01, 2026

Limited Warranty SKU Numbers Covered: 29

Coverage Territory: United States and Canada

Subject to all terms and conditions of this Limited Warranty Statement (the "Limited Warranty"), TTE Technology, Inc. dba TCL North America ("TCL") warrants to the original purchaser that the Product shall be free of defects in materials or workmanship for the time periods set forth below under normal use and maintenance. This Limited Warranty covers all newly purchased Window Air Conditioners, Portable and Through-The-Wall Air Conditioners, Dehumidifiers, and Air Purifiers sold under the TCL brand name in the United States or Canada with the SKU Numbers listed at the end of this Limited Warranty (each individually referred to as a "Product" or "Unit", and together referred to as the "Products").

What your limited warranty covers: Defects in materials or workmanship under normal use to the original owner of this TCL Product when purchased as new from an Authorized Dealer of TCL Products in the United States or Canada, provided that the Product was properly purchased within the Territories pursuant to all product requirements, instructions, and packaged with this warranty statement.

For how long after your purchase: 3 year(s) from date of purchase for parts and labor.

Limited Warranty Coverage:
At TCL's discretion, (1) pay an Authorized TCL Service Center for both labor charges and parts to repair your Product, or (2) replace your Product with a new or refurbished/remanufactured equivalent value Product. The decision to repair or replace will be made solely by TCL. See section entitled "How to get service."

How to get service
Before submitting a request for warranty service, please visit support.tcl.com for helpful FAQs and additional troubleshooting suggestions.

- To get warranty service, contact TCL Customer Support by visiting support.tcl.com/contact-us. Please have your Proof of Purchase, Product type, model number, serial number, and ZIP code ready. Troubleshooting and prior approval from a TCL representative MUST occur before sending in your Product to a TCL Service Center.
- A representative must troubleshoot your problem over the telephone, via chat, or through e-mail before receiving service. If it is determined that your Unit requires service, the service location will be at the sole discretion of TCL based upon the Limited Warranty Statement.
- At the sole discretion of TCL, Products will either be repaired or directly exchanged for a new or refurbished/re-certified Unit at an Authorized TCL Service Center or in-home. In the event of a service visit where the on-site technician, in his-her sole discretion, deems the home or property conditions to be hazardous and/or unsafe, TCL reserves the right to cancel or re-schedule the service visit, or opt for an exchange of the in-warranty Unit for a refurbished/re-certified Unit in lieu of the in home service visit.
- TCL is not responsible for transportation costs for warranty coverage, including but not limited to Unit repair or replacement, to the Authorized TCL Service Center or TCL-designated address. However, TCL will pay for return shipping to a United States or Canada address only.
  TCL will provide instructions for packaging and shipping the Unit to the Authorized TCL Service Center or TCL-designated address. Units that are improperly packed and damaged during shipping are not covered under your limited Product warranty.
- Proof of purchase in the form of a bill of sale or receipted invoice from an Authorized Dealer which is evidence that the Product is within the warranty period must be presented to obtain warranty service.
- In the event that a Unit is to be replaced, a picture of the back of the Unit showing the model and serial number and picture of the Product issue itself may be required.
- PRE-AUTHORIZATION MUST BE OBTAINED BEFORE SENDING ANY PRODUCT TO AN AUTHORIZED TCL SERVICE CENTER

This Limited Warranty Does Not Cover: property damage, malfunction, or failure of the Product or related system, or personal injury caused by or resulting from:

- A Unit sold in "As-Is", "Used", "Factory Reconditioned", "Factory Re-Certified", or "Refurbished", condition or with faults.
- Damage caused by transportation or handling, storage, onsite construction, transit, including damage during shipment from a Retailer (please contact your Retailer for assistance).
- Operating the Product in incomplete or unfinished structures
- Improper sizing, selection or specification of the Product
- Improper or deferred maintenance contrary to TCL's schedule or instructions
- Extended Service Plans purchased from Retailers. Please contact your Retailer and/or your extended service plan provider for assistance.
- Customer installation including Products used in any manner contrary to the Product documentation. (Your Owner's Manual describes how to install, adjust, and operate your Unit. Any additional information should be obtained from your Authorized Dealer).
- Service calls to your home for delivery or pick-up, installation, instruction, replacement of house fuses, connection of house wiring or
  plumbing, or to correct unauthorized repairs.
- Installation and related adjustments, or damage resulting from installation, repair, or service.
- Damage resulting from non-approved installation or repair methods.
- Failure of the Product to perform due to wireless signal reception problems not caused by your Unit, or due to power failures or interruptions, or inadequate electrical service.

- Damage from misuse, abuse, neglect, insects, normal wear and tear, cosmetic damage, mishandling, faulty installation, inadequate wireless signal reception, or inadequate electrical wiring, or power line surges.
- Physical abuse or misuse of the Product (including failure to perform any scheduled maintenance as described in the Product documentation such as air filter cleaning, or any Product damaged by excessive physical or electrical stress).
- Damage caused by operating the Product in a corrosive or wet environment, including those containing chlorine, fluorine or any other hazardous or harmful chemicals or environmental factors.
- Operating the Product in environments with excessive or harmful volatile organic compounds (VOCs), improper air makeup or supply, or with inadequate ventilation.
- Units that have original factory serial numbers that are unreadable or missing, or that have been changed, defaced, or altered in any manner.
- Batteries.
- Use of accessories or components that are not compatible with this Product.
- A Unit purchased or serviced outside of the United States or Canada.
- Costs of shipping the Unit to the Authorized TCL Service Center or TCL-designated address. TCL will pay for return shipping to the customer to a United States or Canada address only.
- Events of force majeure or damage caused by other external factors such as earthquakes, fires, lightning, hail, wind, freezing, flooding, standing, pooling, or ponding water, power surges, fluctuations in or interruptions of electrical power, rodents, vermin, insects, or other animal-or-pest-related issues.
- Special, incidental, or consequential damages.

This Limited Warranty Also Excludes:

- Labor or any other costs incurred for service, maintenance, repair, removing, replacing, installing, complying with local building and electrical codes, or shipping or handling of defective or replacement Products or parts (except as expressly provided in Section 1.b. above);
- Consumable items, such as air filters and refrigerant;
- Service calls where no defect is found;
- Product installation, set-up, and related adjustments;
- Adjustments of user controls
- Products purchased or installed outside of the Territories or purchased from any person, entity, or source not expressly authorized by TCL;
- Products with missing or unreadable original factory serial numbers or that have had the original factory serial number or any part thereof changed, altered, defaced, removed, or otherwise modified in any manner; and
- Peripheral third party components connected to the Product, such as refrigerant piping, electrical wiring, pumps, valves, controls, accessories, etc.

LIMITATION OF WARRANTY

- EXCEPT AS OTHERWISE PROVIDED IN THIS LIMITED WARRANTY, TCL MAKES NO OTHER WARRANTIES OF ANY KIND WHATSOEVER REGARDING THE PRODUCT. NO VERBAL ORWRITTEN INFORMATION GIVEN BY TTE TECHNOLOGY, INC. DBA TCL NORTH AMERICA, ITS AGENTS OR EMPLOYEES SHALL CREATE A GUARANTY OR IN ANY WAY INCREASE OR MODIFY THE SCOPE OF THIS WARRANTY. NO ONE IS AUTHORIZED TO CHANGE THIS LIMITED WARRANTY IN ANY RESPECT OR TO CREATE ANY OTHER OBLIGATION OR LIABILITY FOR TCL IN CONNECTION WITH THE PRODUCT.

- UNDER NO CIRCUMSTANCES SHALL TCL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, INFRINGEMENT OF THIRD PARTY RIGHTS, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE, PRODUCT FAILURE, IMPAIRMENT OF OTHER GOODS, COSTS OF REMOVAL AND REINSTALLATION OF THE PRODUCT, LOSS OF USE, INJURY TO PERSONS OR PROPERTY ARISING OUT OF OR RELATED TO THE PRODUCT WHETHER BASED ON BREACH OF WARRANTY, BREACH OF CONTRACT, TORT OR OTHERWISE, EVEN IF TCL HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN NO EVENT SHALL TCL'S LIABILITY EXCEED THE ACTUAL PURCHASE PRICE OF THE PRODUCT WITH RESPECT TO WHICH ANY CLAIM FOR THE PRODUCT IS MADE.

- REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. TTE TECHNOLOGY, INC. DBA TCL NORTH AMERICA SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF CALIFORNIA. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY AND WARRANTY PERIOD SET FORTH ABOVE. THIS WARRANTY IS SUBJECT TO CHANGE WITHOUT NOTICE. PLEASE VISIT WWW.TCL.COM TO VIEW THE MOST CURRENT VERSION.

How State/Provincial Law relates to this warranty

- Some states or provinces do not allow limitations on warranties or exclusions or limitation of damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation might not apply to you. TCL disclaims all liability for the acts, omissions, and conduct of all third parties (including but not limited to the installing or servicing contractor, any distributor, or dealer) in connection with or related to the product.
- This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.
- If you purchased your Unit outside of the United States or Canada or seek warranty service coverage outside of the United States or Canada, this warranty does not apply. Contact your dealer for warranty information. Service calls which do not involve defective

materials or workmanship are not covered by this limited warranty. Costs of such service calls are the sole responsibility of the purchaser.

EXCEPT WHERE PROHIBITED BY LAW, ALL DISPUTES BETWEEN YOU AND TCL ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. BINDING ARBITRATION MEANS THAT YOU AND TCL ARE EACH WAIVING THE RIGHT TO A COURT HEARING, RIGHT TO A JURY TRIAL, AND RIGHT TO BRING OR PARTICIPATE IN A CLASS ACTION. PLEASE CAREFULLY REVIEW THE DISPUTE RESOLUTION PROVISIONS BELOW, WHICH ALSO DESCRIBE YOUR RIGHT TO OPT-OUT.

In the event of a dispute, you must first notify TCL in writing at least 30 days before initiating any arbitration proceeding by sending a letter to TCL at TTE Technology, Inc., Attn: Legal Department, 189 Technology Drive, Irvine, CA 92620. The notice must provide your name, address, and telephone number; identify the Product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and TCL are unable to resolve the dispute within 60 days, either party may proceed to file a claim for binding arbitration. Unless you opt-out as provided below, all claims must be brought in the parties' individual capacity, and not as a plaintiff or class member in any purported class or representative proceeding. Further, you agree that, except as specifically provided herein, the arbitrator may not consolidate proceedings of more than one person's claims and may not otherwise preside over any form of a representative or class proceeding. This waiver applies to class arbitration unless such arbitration is necessary to effectuate the enforcement of the class action waiver or in the event that TCL expressly agrees to class arbitration. Instead of arbitration, either party may bring an individual action in small claims court if the dispute qualifies under the monetary limitations for small claims court proceedings, but that small claims court action may not be brought on a class or representative basis.

The arbitration will be administered by the American Arbitration Association ("AAA") before a single arbitrator under the AAA's Consumer Arbitration Rules and Mediation Procedures that are in effect at the time the arbitration is initiated (referred to as the "AAA Rules") and under the procedures set forth in this section. The AAA Rules are available online at www.adr.org/consumer. Send a copy of your written demand for arbitration, as well as a copy of this provision, to the AAA in the manner described in the AAA Rules. You must also send a copy of your written demand to TCL at TTE Technology, Inc., Attn: Legal Department, 189 Technology Drive, Irvine, CA 92620. You and TCL shall follow the AAA Rules applicable to initial filing fees, but in no event will you be responsible for any portion of those fees in excess of the filing or initial appearance fees applicable to state or federal court actions in the jurisdiction where the arbitration will be conducted. The arbitration will be conducted virtually, unless you and TCL agree otherwise or the arbitrator orders an in-person hearing. If there is a conflict between the AAA Rules and the rules set forth in this section, the rules set forth in this section will govern. This arbitration provision is governed by the Federal Arbitration Act. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction.

You may opt-out of the foregoing arbitration and class action/jury trial waiver provision by sending writing notification to TCL in writing within thirty (30) days of the original purchase at TTE Technology, Inc., Attn: Legal Department, 189 Technology Drive, Irvine, CA 92620. Such notification must include your name and address, your warranted Product's model and serial number, the date of purchase, and a clear statement of your intent to opt-out of this dispute resolution procedure. No other form of notice will be effective to opt-out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this Product and do not opt out, then you accept all terms and conditions of the dispute resolution procedure described above.

This Limited Warranty is not transferable to subsequent purchasers or anyone else who may acquire an interest in the Product unless the original purchaser is a resident of Texas or Florida and complies with this provision. Residents of Texas and Florida may transfer the rights under this Limited Warranty ONLY if the Product is transferred to a subsequent purchaser as part of an agreement between the original purchaser and a subsequent purchaser of the sale of the entire residence in which the Product was first installed. This provision does not in any way extend or modify the length of time this Limited Warranty applies, and the subsequent purchaser's warranty duration shall match that of the original purchaser.

If any term or provision of this Limited Warranty is invalid, illegal, or unenforceable in any jurisdiction, such invalidity, illegality, or unenforceability shall not affect any other term or provision of this Limited Warranty or invalidate or render unenforceable such term or provision in any other jurisdiction.

TCL reserves the right to amend or modify this Limited Warranty from time to time without notice. Please visit www.TCL.com to view the most current version of this Limited Warranty.

Limited Warranty SKU Numbers Covered

Window Air Conditioners

T06WQ2S	T24WQ2S	T08WC3S
T08WQ2S	T08WV3S	T10WC3S
T10WQ2S	T10WV3S	T12WC3S
T12WQ2S	T05WC3M	T14WC3S
T15WQ2S	T05WC3R	T18WC3S
T18WQ2S	T06WC3R	T24WC3S

Portable Air Conditioners

T06PC3S

T08PC3SD

T10PC3SH

T08PS3SB

T10PS3SB

T10PQ3SD

T10PQ3SDH

Dehumidifiers

T25DC3S

T32DC3S

T50DC3S

T50DC3SP