Manufacturer's Limited Warranty

For a period of one (1) year from the original date of purchase, (*10 years with appropriate documentation), Manufacturer warrants to the original purchaser that the electric Self-Regulating Heating Cables ("Product") are free from defects in materials and workmanship under normal use and maintenance, provided the Product is installed in accordance with the accompanying installation manual, any special written design or installation guidelines for a particular project, the National Electrical Code (NEC) or the Canadian Electrical Code (CED), and all applicable local building and electrical codes. The limited warranty is valid only if the warranty certificate has been properly completed and mailed. Warranty is for Product only and does not cover thermostats, controls or any other equipment.

Under this Limited Warranty if the Product is determined by Manufacturer to be defective in materials and workmanship, has not been damaged as a result of abuse, misapplication, misuse, modification, neglect, alteration or improper installation, operation, maintenance, repair or testing, the Manufacturer will repair Product or supply replacement Product or refund the purchase price of the Product on Product covered by this Limited Warranty whichever Manufacturer may elect at its sole discretion.

In order to receive the remedy set forth above, you must return the product during the warranty period and include sufficient details relating to the nature of the defect, the installation, the history of operation, and any repairs that may have been made, including:

1. Provide proof that Product was installed in accordance with the installation manual, any special written design or installation guidelines, the National Electrical Code (NEC) or the Canadian Electrical Code (CED), and all applicable local building and electrical codes.
2. Provide dated proof of purchase.

This Limited Warranty does not cover and Manufacturer shall in no event be liable for:

1. Any direct, indirect, incidental or consequential damages, including inconvenience, loss of time, loss of or damage to or loss of use of facilities or other property, loss of revenue, loss of anticipated profits or loss of income.
2. Any labor or materials required to repair or replace the Product.
3. Any labor or materials required to remove, repair or replace construction materials.
4. Any freight or delivery costs related to the Product, or any related building or electrical products.

Manufacturer assumes no responsibility under this warranty for any damage to the Product caused by any persons; including any trades people or owners or visitors to the job site or damage caused as a result of pre or post-installation work.

MANUFACTURER DISCLAIMS ANY WARRANTY NOT PROVIDED HEREIN, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. MANUFACTURER FURTHER DISCLAIMS ANY RESPONSIBILITY FOR SPECIAL, INDIRECT, SECONDARY, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM OWNERSHIP OR USE OF THIS PRODUCT, INCLUDING INCONVENIENCE OR LOSS OF USE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE FACE OF THIS DOCUMENT. NO AGENT OR REPRESENTATIVE OF MANUFACTURER HAS ANY AUTHORITY TO EXTEND OR MODIFY THIS WARRANTY UNLESS SUCH EXTENSION OR MODIFICATION IS MADE IN WRITING BY A CORPORATE OFFICER.

OWING TO DIFFERENCES IN SURFACES, APPLICATIONS, ENVIRONMENT, CLIMATE AND INSTALLATION PRACTICES, MANUFACTURER MAKES NO REPRESENTATION THAT THE PRODUCT WILL ACHIEVE ANY PARTICULAR TEMPERATURE, OR TEMPERATURE RISE. AND AS SUCH, USERS MAY OR MAY NOT BE SATISFIED WITH THE WARMTH THAT IS PRODUCED. MANUFACTURER DOES WARRANT THAT PRODUCTS WILL PRODUCE THE RATED WATT OUTPUT LISTED ON THE PRODUCT TAG WITHIN +/- TEN PERCENT, WHEN OPERATED AT THE RATED VOLTAGE.

Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

Incoming materials should be inventoried and a resistance reading taken immediately for completeness and for possible shipping damage. Any visible damages or shortages must be noted prior to accepting the material. Any discrepancy concerning type or quantity of material shipped or Ohms measurements, must be brought to the attention of Manufacturer or Manufacturer authorized agent within 15 days of the shipping date entered on the packing slip for the order.

*An additional ten (10) year Extended Limited Warranty (standard one (1) year + nine (9) years), is available provided that a report is submitted in writing to Manufacturer providing megger and resistance readings of the cable. This Extended Limited Warranty remains subject to the terms, limitations, conditions, and exclusions of the Manufacturer's Limited Warranty.