



Warranty Agreement

Cantherm warrants that all new heaters will be free from defects under normal use and service for a period of one (1) year, unless otherwise noted below, from the date of sale to the first end-user or rental fleet.

Cantherm warrants all new replacement parts from defects under normal use for thirty (30) days from date of sale. All used replacement parts purchased from Cantherm are not covered under the thirty (30) day warranty.

Warranty does not apply to failures in heaters or replacement parts resulting from:

- unauthorised or improper use or operation;
- use causing excessive or undue stress;
- preventative maintenance or repair that does not meet with Cantherm and/or Biemmedue operating instructions, manuals, documentation, and/or recommendations;
- any alteration or modification to original manufacturing parts and/or specifications;
- the use of non-approved parts;
- end-user, dealer, or service provider negligence;
- an act of God, a natural disaster, or any other external factors including, but not limited to, flood, wind, fire or lightning;
- an accident;
- storage conditions and/or environmental damage;
- the work performed under warranty which does not properly repair the item due to poor workmanship or improper diagnosis. Any subsequent repair(s) will be the sole responsibility of the Repairer. Cantherm will not reimburse for improper or repetitive repairs caused by misdiagnosis or failures in service work.

Cantherm does not provide for transportation costs for items claimed under warranty. Also, Cantherm does not loan or supply the use of heaters during warranty repair.

Shipping & Claims

All shipments are FOB Cantherm's warehouse in Winnipeg, Manitoba. Cantherm's shipments are prepaid and add, collect, or shipped on the customers freight account. The method and routing of shipments are Cantherm's option unless routing instructions are given, and agreed upon, with the order.

When shipping on the customers freight account, Cantherm's responsibility for the condition of the goods ceases upon acceptance of the merchandise by the freight company. If damages do occur to the shipment during transit, Cantherm will assist the customer, to the best of its ability, with notifying and filing a claim with the freight company.

When shipping on Cantherm's freight account, shipments must be checked for shortages or damages that occurred in transit upon arrival. All shortages and damages must be noted on the signed Bill of Lading, and notification must be given to Cantherm within twenty-four (24) hours of the shipment being received. If damages occur during transit, a claim must be filed by Cantherm with the freight company within forty-eight (48) hours of receiving the shipment. If the customer does not notify Cantherm within the twenty-four (24) hours and a claim cannot be brought to the freight company, Cantherm will not be held responsible to fix or replace the damaged material and the sole responsibility lies with the customer.

Claims for defects in material and/or workmanship are to be entered directly with Cantherm as soon as the defects are known to the customers.