



THREE YEAR LIMITED WARRANTY

Biemmedue Arcotherm Heaters

Cantherm Distributors (Cantherm) protects its heating equipment against defects in materials and workmanship, under ordinary and normal use, for a period of up to three years from the shipment date. Under the terms of the warranty, Cantherm may opt to repair, replace, or issue a refund for products that are defective or have sustained damage in shipping. Replacement of products or parts subject to normal wear and tear is the responsibility of the customer. If Cantherm chooses to accept a return under Warranty, you may return the defective or damaged product only after you call and receive a Return Authorization from Cantherm.

For a period of three years from the date of original sale, Cantherm warrants its heaters will be free from defects in materials and workmanship for the items and period set forth below. Cantherm will, at its option, repair or replace any part which, upon examination, inspection, and testing by Cantherm or a Cantherm-authorized warranty Service Dealer, is found to be defective. Repair or replacement pursuant to this limited warranty shall not renew or extend the original warranty.

Any repaired product shall be warranted for the remaining original warranty period only. Any equipment that the purchaser/owner claims to be defective must be returned to and examined by the nearest Cantherm Authorized Warranty Service Dealer. All transportation costs under the warranty, including return to the factory, are to be borne and prepaid by the purchaser/owner. This warranty applies only to Cantherm heaters and is not transferable from original purchaser. Save your proof-of purchase receipt. If you do not provide proof of the initial purchase date, the manufacturer's shipping date of the product will be used to determine the warranty period.

*** This Warranty only applies to units sold for use in Canada and the USA ***

WARRANTY SCHEDULE

Consumer applications are warranted for three (3) years. Rental applications are warranted for one (1) year.

YEARS ONE AND TWO – Limited comprehensive coverage on Parts and Labour (proof of purchase and maintenance is required):

- All Components

YEAR THREE - Limited comprehensive coverage on Parts (proof of purchase and maintenance is required):

- All Components





TERMS & CONDITIONS

- The customer is responsible to read and follow all operating instructions and perform regular maintenance (parts and service) at specified intervals as outlined in Biemmedue's Instructions Manual and Cantherm's Standard Operating Procedures, Regular Maintenance and Maintenance Package documents.
- The customer will be responsible to transport the product to an authorized Cantherm repair facility for all warranty components.
- Products that are damaged due to improper operation resulting from not following Standard Operating Procedures, will not be covered by warranty.
- Verification of maintenance may be requested for coverage of Warranty Repairs.
- Warranty labor rates are based on normal working hours to a maximum of CAD500. Additional costs for overtime, holiday, or emergency labor costs for repairs outside normal business hours will be the responsibility of the customer.
- Warranty parts shipment costs are reimbursed at ground shipment rates. Costs related to requests for expedited shipping will be the responsibility of the customer.

THIS WARRANTY SHALL NOT APPLY TO THE FOLLOWING:

- Any alteration or modification to original manufacturing parts and/or specifications and/or not formally authorized by Cantherm in writing
- Any incidental, consequential or indirect damages caused by defects in materials or workmanship, or any delay in repair or replacement of the defective part(s)
- Costs of normal maintenance and adjustments
- Damage related to rodent, insect, and/or other animal infestation
- Expenses related to Cantherm instructing its dealers and clients for troubleshooting where no manufacturing defect is found
- Failures caused by any act of God and other force majeure events beyond the manufacturer's control
- Failures caused by any contaminated or improper fuels, oils, or lack of proper oil levels





- Failures due, but not limited, to accident, misapplication, misuse, abuse, improper use, and/or negligence
- Failures due to normal wear and tear. (As with all mechanical devices, Cantherm heaters need periodic part(s) service and replacement to perform as designed. This warranty will not cover repair when normal use has exhausted the life of a part(s))
- Rental equipment used while warranty repairs are being performed
- Repairs or diagnostics performed by individuals other than Cantherm Authorized Dealers not authorized in writing by Cantherm
- The use of non-Cantherm and/or unauthorized parts

THIS WARRANTY IS IN PLACE OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. SPECIFICALLY, CANTHERM MAKES NO OTHER WARRANTIES AS TO THE MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Any implied warranties which are allowed by law, shall be limited in duration to the terms of the express warranty provided herein. Some provinces/states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser/owner.

CANTHERM'S ONLY LIABILITY SHALL BE THE REPAIR OR REPLACEMENT OF PART(S) AS STATED ABOVE. IN NO EVENT SHALL CANTHERM BE LIABLE FOR ANY INCIDENTAL, OR CONSEQUENTIAL DAMAGES, EVEN IF SUCH DAMAGES ARE A DIRECT RESULT OF CANTHERM'S NEGLIGENCE.

This warranty gives the purchaser/owner specific legal rights. The purchaser/owner also may have other rights that vary from province to province and state to state. Any implied warranties which are allowed by law, shall be limited in duration to the terms of the express warranty provided herein.

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To locate the nearest Authorized Dealer and to download schematics, exploded parts views and parts lists visit our website: www.canthermheaters.com

