

# SERVICE AND WARRANTY

## 1-YEAR LIMITED WARRANTY

### Read all the instructions before attempting to use this product.

This 1 year limited warranty applies to repair or replacement product found to be defective in material or workmanship.

- A. This warranty does not apply to any damage resulting from commercial, abusive, unreasonable use or supplemental damage. Defects that are the result of normal wear and tear will not be considered manufacturing defects under this warranty.

JMATEK NORTH AMERICA LLC IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an applied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights which vary from jurisdiction to jurisdiction. This warranty applies only to the original purchaser of this product from the original date of purchase.

- B. At its option, JMATEK NORTH AMERICA LLC will repair or replace this product if it is found to be defective in material or workmanship.
- C. This warranty does not cover damage resulting from any unauthorized attempts to repair or from any use not in accordance with the instruction manual.
- D. This warranty applies only if the unit is purchased new from an authorized retailer and is non-transferable from the original purchaser of the item.
- E. This product is manufactured according to specifications of the country of sale. Any warranties accompanied with this product is only valid in the country of purchase.
- F. Please read the Instruction Manual carefully before setting up or using this product. If you believe this product to be suffering from a manufacturing fault, or if you have inquiries about this product, please contact our Customer Support:

#### CUSTOMER SUPPORT:

##### USA

JMATEK NORTH AMERICA LLC  
Mahwah, New Jersey 07495 USA  
Phone: 1-800-474-2147  
Email: usinfo@jmatek.com  
Web: www.jmatek.com

##### CANADA\*

GORDON R. WILLIAMS CORP.  
Mississauga, ON L5L0B3 CANADA  
Phone: 1-888-209-0999  
Email: info@williamshvac.com

When contacting our Customer Support, please have the information below along with the proof of purchase. All warranty requests must be accompanied by a proof of purchase, which is a copy of the original receipt.

Model : .....  
Date of purchase : .....  
Purchased from : .....

\*Canada Customer Support service available for models sold in Canada only.