

WARRANTY



FIVE (5) YEAR LIMITED WARRANTY - FIREBOX & HEAT EXCHANGER

This Warranty is provided by Northwest Manufacturing, Inc. only for the benefit of the initial purchaser (Original Owner) of the Northwest Manufacturing, Inc. Force 20 Pellet Furnace (the "Furnace") on the original site of installation (the "Site of Original Installation"). This Warranty provides specific legal rights. You may have other rights depending on where you live.

The rights in this warranty depend on the proper assembly, installation and commissioning of the Furnace by a dealer or installer who is certified by Northwest Manufacturing, Inc. (the "Certified Contractor"); and proper operation and maintenance. Proper maintenance in accordance with the Maintenance Intervals (as defined herein) must be performed. Installation by an uncertified or unqualified contractor or installer and/or improper maintenance, operation, misuse or abuse of the Burner shall void this Warranty in whole or in part.

LIMITED FIVE (5) YEAR WARRANTY FOR THE HEAT EXCHANGER

Northwest Manufacturing, Inc. warrants that the Heat Exchanger of the Furnace shall be free of defects in material and workmanship for FIVE (5) YEARS from the Date of Original Installation. If there is a defect in your properly delivered and installed WoodMaster Force 20 in the first year, WoodMaster will replace the heat exchanger at no cost to the original owner. Northwest Manufacturing, Inc. will only pay costs of warranty work for years two (2) through five (5) – 100% of warranty work, once a defect is determined, repair or replacement of the Heat Exchanger, in a whole or part, will be at the sole discretion of Northwest Manufacturing, Inc..

LIMITED ONE (1) YEAR WARRANTY ON THE BURNER AND ELECTRICAL COMPONENTS

Northwest Manufacturing, Inc. warrants to the Original Owner, That the Renovator Pellet Burner (the "Burner") is free from manufacturing defects for the period of one (1) year from the date of installation. Northwest Manufacturing, Inc. will not warranty the Flame Guard and endstop on the burner, these items are consumable items and in the case of normal wear is the responsibility of the owner to replace as necessary. Northwest Manufacturing, Inc. warrants any electrical components are free from defects for the period of one (1) year from the date of installation. Northwest Manufacturing, Inc. will determine whether to repair or replace the defective parts.

LIMITED ONE (1) YEAR WARRANTY ON ADDITIONAL COMPONENTS

Northwest Manufacturing, Inc. warrants to the original owner only, any additional components, including, but not limited to the outer shell, paint, insulation, doors and latches during normal usage for a period of one (1) years from the date of installation.

START OF WARRANTY PERIODS

The Warranty Period shall begin on the date the Furnace and Burner installation has been completed (the "Original Date of Installation"). In the event of dispute as to the Date of Original Installation, the shipping date of your Furnace and Burner, as recorded by Northwest Manufacturing, Inc., shall be deemed to be the Date of Original Installation.

WARRANTY LIMITATIONS

I. Damages for unsatisfactory performance caused by improper installation or any damages caused by or as a result of improper use of the Furnace and Burner, incorrect start-up, incorrect or careless handling, improper control adjustment, incorrect burner adjustment, disregard of the operating instructions and proper maintenance or disregard of any other instructions supplied with the Furnace and Burner, improper operation of the Furnace and Burner or improper alteration and repairs/service by a third party not affiliated with Northwest Manufacturing, Inc. will not be covered under this warranty. All repairs must be performed by a Certified Contractor.

II. The warranty will not cover damage to parts caused by improper installation, improper care or maintenance. The Furnace, Burner and any installed accessories must be serviced, inspected and cleaned at regular intervals. Northwest Manufacturing, Inc. will NOT warranty damage to the Furnace and Burner due to ash corrosion.

III. The workmanship, repairs or replacement of parts of the Certified Contractor will not be covered under this warranty.

IV. Components of the heating system not furnished by Northwest Manufacturing, Inc. as part of the Furnace and Burner and components of the Burner are not covered under this Warranty. Damages caused by components of the heating system not supplied by Northwest Manufacturing, Inc. will not be covered under this Warranty.

V. Fuels used in the Burner must meet the specifications set out by Northwest Manufacturing, Inc.. Suitable fuels are listed in the owners manual. Damage caused by the use of any unapproved fuel, or any fuel that does not meet the guidelines set forth by Northwest Manufacturing, Inc. will not be covered by this warranty.



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VI. Any costs for labor for the examination, removal or reinstallation of allegedly defective parts, transportation of the parts to and from Northwest Manufacturing, Inc. facilities will not be covered and will be the responsibility of the Original Owner. This includes any other labor and costs for any material necessary for the said examination, removal or re-installation.

VII. The warranty will not cover damage to the Furnace and Burner or any of their original parts, replacement parts or other accessories or standard equipment caused by excessive temperatures or pressures, vandalism, fuel or gas explosion, electrical, chemical or electrochemical reaction, electrical failures, insurrection, riots, war, acts of God, combustion air contaminated externally, air impurities, sulfur or sulfuric action or reaction, dust particles, corrosive vapors, oxygen corrosion, and situating the Furnace and Burner in an unsuitable location or continuing use of the Furnace and Burner after onset of a malfunction or discovery of a defect.

VII. Consumable parts, and parts in direct contact with the flame, will not be covered under this warranty.

WARRANTY TERMS

The Warranty shall also be subject to the following terms and conditions:

I. The Furnace and Burner must have been installed by a Certified Contractor.

II. The Furnace and Burner must have been properly maintained, cleaned and serviced during the Warranty Periods in accordance to the manual.

III. This Warranty is non transferable and only covers the Original Owner, at the original site of installation.

IV. Northwest Manufacturing, Inc. shall have the time needed and unobstructed access to the Furnace and Burner for the purpose of conducting tests of the Furnace and Burner and for the making of repairs or installation of replacement parts.

V. Repairs, replacement or the repair of replacement parts shall be subject to the terms and conditions of this Warranty as if they had been installed at the time of original installation.

VI. This Warranty is limited to the provisions previously described and does not extend to any Furnace and Burner, related parts or products that are (a) not sold in Canada or the United States; (b) not installed in Canada or the United States; or (c) not purchased from an Authorized Distributor.

VII. Northwest Manufacturing, Inc. shall not be responsible for any consequential damages, direct or indirect caused by the products described in this Warranty.

APPLICABLE LAW

All disputes or claims on the Warranty shall be determined in accordance with the laws of Red Lake County, Minnesota.

WARRANTY CLAIM/SERVICE

Notify the Certified Contractor who installed your Furnace and Burner. The Contractor will then notify Northwest Manufacturing, Inc. who will make all warranty decisions. No warranty work can be carried out without approval from Northwest Manufacturing, Inc.. If the Certified Contractor fails to make a warranty claim, contact Northwest Manufacturing, Inc. directly. Allegedly defective parts MUST be returned to Northwest Manufacturing, Inc. for the purpose of inspection to determine cause of failure.

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