

# WARRANTY



## ONE YEAR LIMITED WARRANTY

This Warranty is provided by Northwest Manufacturing, Inc. only for the benefit of the initial purchaser (Original Owner) of the Northwest Manufacturing, Inc. Renovator Pellet Burner (the "Burner") 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 Burner 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 preformed. 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 ONE (1) YEAR WARRANTY ON THE BURNER AND ELECTRICAL COMPONENTS

Northwest Manufacturing, Inc. warrants to the Original Owner, That 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.

## START OF WARRANTY PERIODS

The Warranty Period shall begin on the date the 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 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 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 Burner, improper operation of the 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 Burner and any installed accessories must be serviced, inspected and cleaned at regular intervals. Northwest Manufacturing, Inc. will NOT warranty damage to the 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 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 user manuals for proper fuel requirements. 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.

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.



# WARRANTY

VII. The warranty will not cover damage to the Burner or any of its 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 Burner in an unsuitable location or continuing use of the 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 Burner must have been installed by a Certified Contractor.

II. The 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 Burner for the purpose of conducting tests of the 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 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 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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