

Warranty

Model (s): SUPA 1001, 1002 – water heater

SUPA Products Limited (SUPA) hereby warrants this product to be free of manufacturing defects in materials and workmanship when installed and operated according to SUPA's installation and operating instructions. This Limited Warranty extends to the original purchaser only, and only while the product remains at the site of the original installation. This Limited Warranty terminates if moved or reinstalled at a new location. There are no warranties, express or implied made or given other than contained in this Limited Warranty. No agent, employee or representative of SUPA has any authority to bind SUPA to any representation or warranty concerning the Product not contained in this Warranty.

Except as expressly set forth herein, there are no representations or warranties, express or implied, including, without limitation, as to merchantability or fitness for a particular purpose with respect to any goods sold hereunder. The buyer's exclusive remedy is limited to repair or replacement of the goods sold, at SUPA's discretion. SUPA is not liable for incidental or consequential damages.

Period of Coverage

Heater, Pump, Stand and Hoses – 2 years when used in strict accordance with the manufacturer's instructions. Specific exclusions are the use of the pump continuously exceeding 90 minutes per individual use.

Accessories: fittings and shower head 1 year.

The owner is responsible for all other costs incidental to repair such as labour, shipping, delivery and permits. Proof of purchase required. Products repaired will be covered under this Limited Warranty for the remainder of term of the original purchase.

This Warranty becomes null and void if any of the following are determined to be a contributing factor to the failure of the product:

1. Abuse, misuse, alteration, neglect or misapplication
2. Improper or inadequate maintenance
3. Inadequate water quality
4. Damage associated with freezing
5. The build-up of scale
6. Incorrect gas or water pressure; and
7. Force Majeure

Within the first 30 days of purchase, SUPA Products Limited will cover all ground shipping costs for warranty related issues. Following the initial 30 day period and extending through to the completion of the Warranty period, the customer is responsible for all shipping to SUPA Products Limited, regardless of reason or circumstance. The method for warranty related shipping will be Ground equivalent, with the provider of SUPA Products stated choice.

All shipments of any type of product being returned to SUPA Products Limited for any reason must have a (Returned Goods Approval No.), which is obtainable in writing through a prior request made to SUPA Product Limited by mail, email, message or telephone communications. Failure to obtain an RGAN No., could result in a loss of product. SUPA Products Limited will not be held responsible for replacement due to loss or damage if these steps are not properly followed.