

## WARRANTY POLICY

All products sold in Canada by Britech Corp. carry the original manufacturers warranties. Britech's policy is to exchange any non-performing product with a similar product or product of equal value during its warranty period as outlined in the terms below. Full product warranties can be obtained from the manufacturer online and/or by request.

Britech will administer and promptly process all warranties in accordance with the manufacturer's specific warranty policies and procedures.

Britech will provide technical assistance to assist the end user or installer in the best method of operation, application and installation.

Custom heating cables carry a twenty (20) year warranty. Warranty on custom cables is provided by Nexans (refer to their warranty statement summary).

For more information regarding warranty terms or for assistance with your heating cable product please contact Britech Corp. at 1-877-335-7790

## Warranty Terms for Heating Cables, Mats & Custom Cable Units

### BRITECH

#### Terms of Limited Warranty (Summary):

This guarantee applies to the following Britech label products: Tech-Mat, Snow-Mat, Snow-Melt Cables, Bri-Thin Cables, and WarmFoil.

Britech warrants to the original purchaser only, that the product is to be free of any defects in material or workmanship during the first twenty (20) years after the date of purchase under proper and normal use of the system. This guarantee is a material warranty only and does not cover any labor or other installation cost. The warranty does not cover installations made by unauthorized persons or faults caused by incorrect design by others, misuse, damage caused by others, damage in transit, incorrect installation and any other subsequent damage that may occur. Repair and/or replacement will be fully chargeable if damage is result of any of the above reasons.

Britech is under no circumstances liable for any incidental, special, or consequential damages or losses including without limitation the loss or profit arising from any cause whatsoever. To obtain a replacement under this warranty, please send a description of the defect, proof of purchase, and the damaged product, shipping paid to Britech at the address noted herein. The warranty is void if there is any payment default and if data is not filled-in on the attached control card. [www.britech.ca](http://www.britech.ca)

### NEXANS

#### Terms of Limited Warranty (Summary):

Nexans Norway warrants the products manufactured by it to be free from defects in material and workmanship from the date the warranty form attached to the product

is correctly and completely filled in and for a period of twenty (20) years thereafter, or a period of twenty-one (21) years after the production date, whichever period ends first, under proper and normal use and service. Nexans Norway's responsibility does not include defects caused by material obtained by the buyer or by constructions specified by it. Nexans Norway further warrants that the products will have passed those performance tests, if any, called for in the applicable specifications. The buyer must give Nexans Norway written notice of any defect within thirty (30) days following the discovery of the defect, and in no event later than two (2) weeks after the expiry of the warranty period. [www.nexans.com](http://www.nexans.com)

## Warranty Terms for Controls, Thermostats & Sensors:

### ASE / Automated Systems Engineering

#### Terms of Limited Warranty (Summary):

ASE Products are warranted against defects in workmanship and materials for two (2) years from date of sale. This warranty does not apply to damage resulting from accident, misuse, or alteration nor where connected voltage is more than 5% above the configured operating voltage, nor to equipment improperly installed or wired or maintained in violation of the Owner's Manual. No other written or oral warranty applies. No employee, agent, dealer or other person is authorized to give any warranties on behalf of ASE. The customer shall be responsible for all costs incurred in the removal or reinstallation and shipping of the product for repairs. Within the limitations of this warranty, inoperative units should be returned, freight prepaid, to ASE, and we will repair or replace, at our option, at no charge to you with return freight paid by ASE. It is agreed that such repair or replacement is the exclusive remedy available from ASE and that ASE IS NOT RESPONSIBLE FOR DAMAGES OF ANY KIND, INCLUDING INCIDENTAL AND CONSEQUENTIAL DAMAGE. [www.goase.com](http://www.goase.com)

### BRITECH / HONEYWELL

#### Terms of Limited Warranty (Summary):

Honeywell warrants this product, excluding battery, to be free from defects in the workmanship or materials, under normal use and service, for a period of three (3) years from the date of manufacture. If at any time during the warranty period the product is determined to be defective or malfunctions, Honeywell shall repair or replace it (at Honeywell's option) through Britech.

If product is defective, return it to the following address:

Britech Corp.  
17 Pullman Court  
Toronto, Ontario  
M1X 1E4  
Tel: 416-335-7790  
Fax: 416-335-8071  
Toll Free: 1-877-335-7790  
Email: [info@britech.ca](mailto:info@britech.ca)

This warranty does not cover removal or reinstallation costs. This warranty shall not apply if it is shown by Honeywell that the defect or malfunction was caused by

damage which occurred while the product was in the possession of a consumer. Honeywell's sole responsibility shall be to repair or replace the product within the terms stated above. [www.honeywell.com](http://www.honeywell.com)

### JOHNSON CONTROLS

#### Terms of Limited Warranty (Summary):

The Company warrants all products manufactured by it to be free from defects in workmanship or materials under normal use and service. If any part of the product herein described, and sold by the Company proves to be defective in workmanship or material, and if such part is within three (3) years from date of sale, returned to the Company transportation charges prepaid and if the same is found by the Company to be defective in workmanship or material, credit based on current prices will be allowed. The date of sale must be established by a receipt showing the purchase date, seller and product sold. If the date of sale cannot be determined, the warranty shall extend for three (3) years from the date of manufacture. [www.jci.com](http://www.jci.com)

### NEXTRON

#### Terms of Limited Warranty (Summary):

The manufacturer warrants each control that it manufactures to be free from defective material or workmanship for a period of 12 months from date of purchase. Under this warranty, the obligation of the manufacturer is limited to repairing or replacing the defective control at its option, when returned to the manufacturer's factory with shipping charges prepaid. If failure has been caused by misuse, incorrect application or alteration of the control, this warranty will be void. **UNLESS SPECIFICALLY PROVIDED FOR IN WRITING IN THIS WARRANTY, EACH CONTROL IS PROVIDED WITHOUT ANY WARRANTY OF ANY KIND EITHER EXPRESSED OR IMPLIED.** The user shall be made aware that if the equipment is used in a manner not specified by the manufacturer, the protection provided by the equipment may be impaired. [www.nextron.ca](http://www.nextron.ca)

## Warranty Terms for BRI-GFCI Ground Fault Circuit Interrupter:

### BRITECH

#### Terms of Limited Warranty (Summary):

Britech warrants the BRI-GFCI (Ground Fault Circuit Interrupter) is manufactured to be free from defective material or workmanship for a period of 12 months from date of purchase. Under this warranty, the obligation of Britech is limited to repairing or replacing the defective control at its option, when returned to the manufacturer's factory with shipping charges prepaid. If failure has been caused by misuse, incorrect application or alteration of the control, this warranty will be void. **BRITECH IS UNDER NO CIRCUMSTANCES RESPONSIBLE FOR DAMAGES OF ANY KIND, INCLUDING INCIDENTAL AND CONSEQUENTIAL DAMAGES.** This guarantee is a material warranty for components only and does not cover any labor. To obtain a replacement under this warranty, please send a description of the defect, proof of purchase, and the damaged product, shipping paid to Britech at the address noted herein. [www.britech.ca](http://www.britech.ca)

## WARRANTY TERMS

**Product Name:** \_\_\_\_\_

**Model #:** \_\_\_\_\_ **Watts:** \_\_\_\_\_ **Volts:** \_\_\_\_\_

**Supplier/Purchased from:** \_\_\_\_\_

**APPLICATION:**  FLOOR WARMING  RADIANT HEATING  SNOW MELTING  ROOF DE-ICING  PIPE TRACING  OTHER

**LOCATION :** \_\_\_\_\_

<b>TEST</b>	<b>Before commencing installation</b>	<b>After Installation but before final surface</b>	<b>After final surface installation</b>
<b>Continuity</b>			
<b>Resistance of Cable (OHMS)</b>			
<b>Insulation Resistance (M OHMS)</b>			

**Address of Installation:** \_\_\_\_\_

**Date of Installation:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ (MM/DD/YY)

**Name of Qualified Electrician:** \_\_\_\_\_

**Signature of Qualified Electrician:** \_\_\_\_\_

**IMPORTANT: The system warranty is not valid without evidence that the system resistance has been tested. Control Card must be completed and given to the property or homeowner upon completion of installation and required testing.**

 For assistance with your heating cable product please contact Britech by calling 1-877-335-7790 or email [info@britech.ca](mailto:info@britech.ca)
**CONTROL CARD**