

# ThermaSol Warranty Information

## COVERAGE

**GENERATORS:** PRO Series, AF Series, and SSM Series Generators manufactured from June 1, 2007 - current

**IMPORTANT:** No warranty of any kind, expressed or implied, is provided for PRO Series, AF Series and SSM Series Generators installed or used in any non-residential setting.

## "IN-HOME" LIMITED WARRANTY

ThermaSol extends to the original purchaser a **2-year limited "In-Home" warranty** to repair or replace (at its discretion) PRO Series generator parts found to have manufacturing defects, and to provide the necessary labor.

2-year limited "In-Home" warranty to repair or replace (at its discretion) AF Series and SSM Series generator parts found to have manufacturing defects, and to provide the necessary labor.

After the "In-Home" Limited Warranty expires, the Lifetime - Factory Limited Warranty applies.

## LIFETIME - FACTORY LIMITED WARRANTY

ThermaSol will replace any defective parts **for the life of the product** and will cover the labor at the factory. The customer is responsible for the removal/installation and shipping to and from our factory in Round Rock, TX.

ThermaSol guarantees all parts to be free from manufacturing defects in material and workmanship under normal use when installed in a residence only.

## WARRANTY SUMMARY

Period	Coverage	Customer Responsibility
Years 1-2 (In-Home)	Parts + Labor + Service Call	None
Years 3+ (Lifetime Factory)	Parts + Factory Labor	Removal, shipping both ways, reinstallation

## EXCLUSIONS

These warranties will be terminated by ThermaSol for the following reasons:

1. Improper installation, such as installation that fails to observe National/Local Plumbing and/or Electrical codes.
2. Use of a residential unit in a non-residential or commercial application, including a hotel.
3. Service to equipment by unauthorized personnel.
4. Installation that does not permit proper access for service.
5. Non-payment of repairs not covered under warranty.
6. Modification to any part of the unit.
7. Use of non-ThermaSol repair parts.
8. Alteration or removal of product serial number.

## LIMITATIONS

1. ThermaSol will not be liable in any way for any indirect, special, incidental, exemplary, or consequential damages resulting from the sale, delivery, installation or use of its products. Users are responsible for suitability of the products for their application. Damage resulting from improper specification or application or other operating conditions beyond ThermaSol's control is not under warranty.
2. ThermaSol will not exercise reasonable efforts in rendering service under these warranties, but shall not be liable for any damage arising out of delays; these warranties only cover the repair and/or replacement of ThermaSol product as specified by the warranty.
3. ThermaSol does not guarantee that a local service person will be available for in-home services. Unit may have to be removed and reinstalled at owner's expense. It is the responsibility of the buyer to file a claim with the carrier/carriers for any product that has shipping damage to or from ThermaSol. An EVA (Evaluation Number) must be obtained from the factory and used on any correspondence or packages sent to the factory.
4. THESE WARRANTIES ARE NON-TRANSFERABLE TO ANY OTHER PURCHASER OR PARTY OTHER THAN THE ORIGINAL PURCHASER FROM AN AUTHORIZED DEALER. THESE WARRANTIES ARE NOT VALID FOR ANY PRODUCTS SOLD USED, REFURBISHED, "AS IS", OR IN UNKNOWN CONDITION. NO OTHER AGENT OR PARTY CAN GIVE ANY OTHER WARRANTY OR PROMISE. THESE ARE THE SOLE WARRANTIES FOR YOUR THERMASOL PRODUCT, EXCEPT AS PROVIDED BY LAW.

## IMPORTANT NOTICE FOR PURCHASERS

### **WARRANTY VALID ONLY WHEN PURCHASED FROM AN AUTHORIZED DEALER**

Products purchased from unauthorized sellers (Amazon, Wayfair, eBay, or other third-party resellers) are NOT covered under this warranty.

## LEGAL

These warranties give you specific legal rights and you may also have other rights, which may vary, from state to state. Determination of rights under these warranties is in accordance with the laws of Texas. Any dispute under these warranties must be submitted and resolved by arbitration in Texas.