Warranty Sheets

Nuheat

25 year Limited Product Warranty for floor heating products

Chemelex warrants all goods listed below against faulty workmanship and use of defective materials when such goods are properly installed, operated, and maintained according to product documentation. All documentation regarding proper use and installation can be found on our web site at **nuheat.com.**

Additionally, the online warranty registration form must be completed at nuheat.com within thirty (30) days from the date of installation and kept by the owner of the building, together with a copy of the commissioning report, relevant invoice, and photographs, showing the product(s) in their entirety after installation but before covering with flooring material.

A TWENTY FIVE (25) YEAR LIMITED PRODUCT WARRANTY FROM THE DATE OF PURCHASE IS AVAILABLE ON THE FOLLOWING PRODUCTS:

Brand	Products
Nuheat	• Nuheat Custom Mat • Nuheat Standard Mat • Nuheat Mesh • Nuheat Cable • Nuheat Membrane • Nuheat Peel & Stick Membrane

A THREE (3) YEAR LIMITED PRODUCT WARRANTY FROM THE DATE OF PURCHASE IS AVAILABLE ON THE FOLLOWING PRODUCTS:

Brand	Thermostats
Nuheat	• Nuheat Conductor • Nuheat Signature • Nuheat Element • Nuheat Home

This Limited Product Warranty is only valid for products purchased from an authorized Nuheat reseller and installed within the United States or Canada on or after November 1st, 2016. This Limited Product Warranty can be amended only by a written instrument signed by a duly authorized officer of Chemelex.

What Will We Do to Correct Problems?

Chemelex will examine and confirm that any alleged product issue covered by this Limited Product Warranty actually exists and occurred in the course of proper and normal use and was not caused by accident, misuse, neglect, alteration or improper installation, operation, maintenance, repair, or testing, or such other cause outside of the responsibility of Chemelex under this Limited Product Warranty. Chemelex will repair such goods or supply replacement goods or credit Buyer's account for goods covered by this Limited Product Warranty, whichever Chemelex may elect at its sole discretion.



How Do You Get Service?

The Buyer must promptly notify Chemelex, or its Representative, either by written correspondence or by e-mail within thirty (30) days after discovery of an alleged warranty issue. Detailed warranty claim information will be requested at this time, including the documentation listed above, and must be supplied by the Buyer. The Buyer may then be asked to return the goods, postage paid, to the location given by Chemelex.

What Does This Product Warranty Not Cover?

Goods subjected to misuse, neglect, alteration, or improper installation, operation, maintenance, repair, or testing (or such other act or omission, not attributable to Chemelex) are not covered by this Limited Product Warranty. Goods obtained via an unauthorized reseller are not covered by this Limited Product Warranty. This Limited Product Warranty also does not cover cracks or fractures in tile(s) or grout resulting from structural movement or failure, excessive deflection, or other failure in the flooring substrate. Chemelex shall in no event be liable for the cost of removal or installation, for loss or damage to or loss of use of facilities or other property, loss of revenue, loss of use of revenue, loss of profits or anticipated profits, or other damages or costs of any kind whatsoever, whether direct, indirect, incidental, punitive, or consequential, and in no event shall Chemelex liability exceed an amount equal to the sales price. In addition, this warranty is non-transferable.

What Must You Do to Keep the Warranty in Effect?

Properly install, operate and maintain your Chemelex system as specified in the associated Chemelex installation literature.

How Does State/Provincial Law Relate To This Warranty?

THE FOREGOING LIMITED PRODUCT WARRANTY IS IN LIEU OF ALL OTHER REPRESENTATIONS, WARRANTIES, OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT, AND OF ANY OTHER OBLIGATION OR LIABILITY ON THE PART OF CHEMELEX, WHETHER BY STATUTE, CONTRACT, STRICT LIABILITY, TORT OR OTHERWISE.

If the goods are a consumer product in Buyer's jurisdiction, Buyer may have additional legal rights under the applicable national/state/provincial legislation governing the sale of consumer goods. As a result, the above exclusions and/or limitations on the warranty may or may not apply.

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chemelex
excellence is everything

Raychem Tracer Pyrotenax Nuheat

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