Total Care Limited Warranty

Nuheat

Total Care Limited Warranty for floor heating products installed by “Certified Pro” installers

Chemelex provides a 25 year Total Care Limited Warranty for all products listed below to conform to the specification, when such products are installed by a Certified PRO Installer and connected by a duly licensed and qualified1 electrician and in accordance with Chemelex' installation instructions.

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. This warranty is non-transferable.

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

(“the Products”).
The present Limited Warranty shall be valid for products purchased and installed by a Nuheat Certified PRO Installer within the United States or Canada on or after November 1st, 2016.

S'il est soupçonné qu'un défaut a été trouvé dans le(s) produit(s) pendant la période de garantie, Chemelex :

1. Will examine and confirm that any alleged product issue covered by this Limited 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 (including installation by someone other than a Nuheat Certified PRO Installer), operation, maintenance, repair or testing by an unlicensed or otherwise unqualified electrician or such other cause outside of the responsibility of Chemelex under this Limited Warranty;

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2. Will undertake to repair or replace the Products at Chemelex' option, at no cost to the Buyer. In order to remedy the defect, Chemelex must have access to 1m^2 (10 ft2) of the floor covering material. Chemelex reserves the right to determine the appropriate technical solution in order to restore the function of the heating system;
3. Subject to all other terms and conditions of this Limited Warranty, will undertake to restore the floor in its original state or, if not possible, to an equivalent standard, at no cost to the Buyer;
4. Will, in case of thermostats, supply a new thermostat.

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[1] "Qualified electrician" means one who has received training in, and has demonstrated skills and knowledge in the construction, operation, and maintenance of electrical equipment, installations, and systems, as well as the hazards involved in them, including the skills and knowledge necessary to recognize and avoid such hazards.

The Limited Warranty does not apply:

1. To installations, alterations or repairs that have been carried out by an unlicensed or otherwise unqualified electrician (as defined herein) or to installations performed by someone other than a Nuheat Certified PRO Installer.
2. To Products subject to misuse, neglect, vandalism, fire, lightning, water damage, alteration, improper installation (including installation by someone other than a Nuheat Certified PRO Installer), an incorrect floor construction or the use of incorrect materials, or such other act or omission not attributable to Chemelex.
3. To Products obtained via an unauthorized reseller.
4. To Products subject to unauthorized modification or alteration—either directly or indirectly—by the installer, the end user, or a third party.
5. To 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 case be liable to any party for any loss of profit, loss of business, loss or damage to goodwill, or increased costs or for any indirect, special, punitive or consequential losses or damages, howsoever arising. In the event of the warranty being invoked, contact the nearest Chemelex office and present the completed Warranty Registration Form, Commissioning Form and purchase invoice. The Buyer may have legal rights under the applicable national legislation governing the sale of consumer goods. Those rights are not affected by the present warranty.

DISCLAIMER: Neither Chemelex nor any of its parent, subsidiaries, affiliates, or employees has any right of control over any Nuheat Certified PRO Installer. The certification of a company as a Nuheat Certified PRO Installer indicates only that such company has demonstrated a certain level of competence in installing the Nuheat products listed above through training, past performance, and/or good workmanship practices. Beyond confirming that level of professional competence, Chemelex takes no further action to evaluate the suitability of any company or its employees or contractors to perform in-home, in-office, or in-facility services. Chemelex makes no claims or representations regarding the abilities, expertise, competency, or suitability of individual employees or contractors of any certified company. Each company makes its own independent judgment of its employees and contractors to complete work in compliance with the expectations of this program, without input from or oversight by Chemelex. Likewise, Chemelex does not endorse or recommend any particular Certified PRO Installer over any other Certified PRO Installer; the decision of which Certified PRO Installer to use is left to the end user or purchaser. Chemelex specifically disclaims all liability and responsibility to any party, person, or entity, including third parties, for the actions and omissions of individuals, agents, or a company certified in the installation of Chemelex products, including but not limited to Products covered by this warranty.

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chemelex
excellence is everything

Raychem Tracer Pyrotenax Nuheat

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