

Calefactio products are covered by a limited warranty, the duration of which varies depending on the product category.

PRODUCT CATEGORY	TERM OF WARRANTY
Glycol make-up package (GMP)	1 year from invoice date or one year of use with proof of purchase. This limited warranty will in no case exceed 2 years
ASME tanks	1 year from date of manufacture
Non-code tanks (HGTV-HGTEV)	1 year from date of manufacture
Non-code tanks (HGT-HGTE)	5 years from date of manufacture
Hydraulic separator	5 years from date of manufacture
Air & Dirt separator	5 years from date of manufacture
Dielectric pump flange valve	5 years from date of manufacture
Tankless water heater valve	5 years from date of manufacture
Condensate neutralizer	5 years from date of manufacture
Other accessories	5 years from date of manufacture

Calefactio guarantees that the products sold to the original purchaser are free from manufacturing, and conform to the specifications published by the company, provided that the installation and use of the product are carried out under normal conditions of use and for the purposes for which it was designed.

To ensure a prompt and efficient processing of your request, any visible defect on the packaging or the product itself, as well as any discrepancy between the quantity ordered and the quantity received, must be reported to us within **7 days of receipt of the goods**. After this period, we cannot guarantee that your request will be processed.

Calefactio disclaims all liability for any loss or damage incurred during transport. Claims related to such damages are the sole responsibility of the customer, who must directly contact the relevant transport company.

Please note that any attempt at repair by an unauthorized person will void this warranty. In case of malfunction of the device, we invite you to immediately contact the installer, distributor, or store from which the product was purchased in order to benefit from the warranty conditions. No product returned to the manufacturer without prior authorization will be accepted.

Calefactio will refuse any request for reimbursement made by a customer regarding costs incurred for the removal or reinstallation of the product or any of its parts.

Calefactio reserves the right to use new or used parts for repairs, which will be carried out at its expense. If Calefactio is unable to repair a defective product, it will provide the customer with an equivalent replacement product. When replacing parts or the product itself, Calefactio reserves the right to modify the design, construction, or materials if it deems it necessary to replace the defective product with a new equivalent model or to upgrade the parts of a defective product with replacement parts of equivalent quality.

UNDER THE PROVISIONS OF THIS WARRANTY, CALEFACTIO CANNOT BE HELD RESPONSIBLE IN THE FOLLOWING CASES:

- CONSEQUENTIAL, INDIRECT, INCIDENTAL, OR SPECIAL LOSSES OR DAMAGES. SUCH DAMAGES INCLUDE, BUT ARE NOT LIMITED TO, LOSS OF PROFITS, LOSS OF CAPITAL, LOSS OF REVENUE OR SAVINGS, LOSS RESULTING FROM NON-USE OF THE PRODUCT OR RELATED EQUIPMENT, DOWNTIME, COST OF REPLACEMENT EQUIPMENT, FACILITIES OR SERVICES, INJURIES, PROPERTY DAMAGE, OR CLAIMS MADE BY THIRD PARTIES (INCLUDING THE CUSTOMER). IN SOME PROVINCES OR STATES, THE EXCLUSION OF CONSEQUENTIAL OR INDIRECT DAMAGES IS PROHIBITED, SO THIS PROVISION MAY NOT APPLY IN THIS CASE.
- DAMAGE, DEFECTS, OR FAILURES RESULTING FROM INSTALLATION OR MAINTENANCE THAT DOES NOT COMPLY WITH THE PRINTED INSTRUCTIONS ACCOMPANYING THE PRODUCT.
- FAILURES OR DAMAGES RESULTING FROM ABNORMAL CONDITIONS OF USE, ACCIDENT, MISHANDLING, NEGLIGENCE, OR MISUSE OF THE PRODUCT (I.E., USING THE PRODUCT FOR PURPOSES OTHER THAN THOSE FOR WHICH IT WAS DESIGNED).
- LOSSES, DAMAGES, AND LABOR COSTS INCURRED BY THE CUSTOMER DUE TO THE INSTALLATION OF INCORRECT OR DEFECTIVE PARTS, INADEQUATE REPAIR OR MAINTENANCE WORK PERFORMED BY THIRD PARTIES, OR UNAUTHORIZED ADDITION OF ACCESSORIES OR MODIFICATIONS.
- DAMAGE CAUSED BY, AMONG OTHERS (BUT WITHOUT LIMITING THE GENERALITY OF THE FOREGOING), SAND, ABRASIVES, CHEMICAL BUILD-UP, MUD, OILY RESIDUES, ACID, RUST, IMPROPER HANDLING, OR INSTALLATION.
- DAMAGE RESULTING FROM A DISASTER SUCH AS FIRE, WIND GUSTS, EARTHQUAKE, OR LIGHTNING.
- PARTS, COMPONENTS, OR PRODUCTS NOT MANUFACTURED BY LES SOLUTIONS CALEFACTIO INC. BUT USED WITH THE PRODUCT THAT IS THE SUBJECT OF THIS SALE.
- MISUSE OR ABUSE BY THE CUSTOMER.

THIS WARRANTY IS THE MANUFACTURER'S SOLE WARRANTY. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED BY LAW OR IN FACT, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXPRESSLY EXCLUDED. SOME PROVINCES OR STATES DO NOT ALLOW LIMITATIONS ON THE DURATION OF IMPLIED WARRANTIES, SO THIS LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY APPLIES ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT AND IS NOT TRANSFERABLE.

UNLESS MODIFIED BY A WRITTEN AGREEMENT BETWEEN THE TWO PARTIES PARTICIPATING IN THE TRANSACTION, THIS AGREEMENT IS DEEMED TO BE THE COMPLETE AND EXCLUSIVE AGREEMENT BETWEEN THE PARTIES AND SUPERSEDES ALL PRIOR AGREEMENTS, WHETHER WRITTEN OR VERBAL, AGREED UPON BETWEEN THE PARTIES AS WELL AS ALL COMMUNICATIONS EXCHANGED BY THE PARTIES HERETO CONCERNING THE SUBJECT MATTER OF THIS AGREEMENT. NONE OF THE EMPLOYEES, REPRESENTATIVES, OR DISTRIBUTORS OF LES SOLUTIONS CALEFACTIO INC. IS AUTHORIZED TO MAKE ANY ADDITIONAL WARRANTIES BEYOND THIS WARRANTY OR TO MODIFY, IN ANY WAY, THE TERMS OF THIS WARRANTY SO AS TO IMPOSE ON THE MANUFACTURER OBLIGATIONS THAT ARE NOT EXPLICITLY STATED IN THIS WARRANTY. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. HOWEVER, OTHER RIGHTS MAY ALSO APPLY IN YOUR CASE, AND THESE RIGHTS VARY FROM PROVINCE TO PROVINCE OR STATE TO STATE.