



## UNDER FLOOR WARMING SYSTEM Warranty

ThermaRay Inc. warrants that each Radiant Ceiling Heating Panel is free from defects in material and workmanship and does not require maintenance, after proper installation as herein provided, for twenty (20) years. If a panel fails to satisfy this warranty, ThermaRay Inc. will replace the panels subject to conditions hereinafter set forth. This does not cover shipping or installation costs.

### CONDITIONS OF WARRANTY

- 1) This warranty is void as to any panel:
  - a) For which a duly completed Warranty Registration form has not been filed with ThermaRay Inc. within ninety (90) days of the purchase of the Panel.
  - b) Installed other than in strict accordance with instructions provided by ThermaRay Inc. and all applicable codes and regulations, or is installed by other than a duly licensed electrician.
  - c) That has been operated at an excessive voltage.
  - d) Abused or damaged in any way at any time after delivery to the purchaser or purchaser's representative.
  - e) Installed in a building or structure thereafter moved and such building or structure was not originally designed and built to be moved or if the building is converted to non-residential use.
  - f) If the owner of the building or structure in which the Panel is located shall fail to notify ThermaRay Inc. of the Warranty claim within sixty (60) days of the failure of the Panel.
- 2) The filing of a warranty claim pursuant to 1 (f) authorizes but does not oblige ThermaRay Inc. or a representative to inspect the Panel and the manner of installation and to remove and replace the panel, and to repair the affected area.
- 3) Notwithstanding any other provision of this warranty or any applicable statutory provisions, ThermaRay Inc. or any of its officers, employees, agents or representatives shall not under any circumstances be liable to the purchaser for

special or consequential damages or damages for breach of any express or implied warranty on this product.

- 4) This warranty does not cover misuse, shipping damage or use for purposes other than those intended.
- 5) The warranty applies only to the original owner. The warranty is not transferable.
- 6) The foregoing warranty is in lieu of all any implied warranty of merchantability, fitness for a particular non-infringement, and of any other obligation on the part of ThermaRay.
- 7) No employee or representative of ThermaRay Inc. has any authority to amend this warranty or to assume any additional obligation or liability on ThermaRay Inc.'s behalf.
- 8) This warranty shall be governed by and construed in accordance with the laws of the Province of New Brunswick. Any provision of this warranty that is prohibited or unenforceable in any jurisdiction, be served from this warranty without affecting the validity or enforceability in that jurisdiction of the remaining provisions.

Subject to the foregoing, this warranty begins on the date of original installation of a panel.

ThermaRay Inc  
6-670 Wilsey Road  
Fredericton, NB Canada E3B7K4  
Tel: 1-866-457-4600  
Fax: 1-506-457-4699  
[www.thermaray.com](http://www.thermaray.com)

Effective January 1, 2009

*The difference between heat and comfort.*



## UNDER FLOOR WARMING SYSTEM Warranty Registration Card

We thank you for purchasing a ThermaRay product.

Important: Please keep your invoice. It is necessary for all repairs or replacement covered by this warranty. In our desire to improve customer satisfaction, we would like to hear your comments. Please fill in the warranty registration form online at [www.thermaray.com](http://www.thermaray.com) or fax it to us at (506) 457-4699, or mail ThermaRay Inc. 670 Wilsey Road, Unit 6, and Fredericton, NB, Canada E3B 7K4. The installation guide may be found at <http://thermaray.com/documentation/>

Please write your radiant ceiling model numbers below:

\_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Province or State: \_\_\_\_\_

Postal or Zip Code: \_\_\_\_\_

Date of Purchase: \_\_\_\_/\_\_\_\_/\_\_\_\_  
                                  M      D      Y

From whom did you purchase your **ThermaRay** Radiant Ceiling System?

\_\_\_\_\_

Name of dealer or electrical contractor:

\_\_\_\_\_

City: \_\_\_\_\_

Included in the purchase of the house?  Yes  No

Other (specify): \_\_\_\_\_

What led you to choose the **ThermaRay** Radiant Ceiling System? (You can check more than one box).

- ThermaRay's reputation     Quality  
 Price                             Information on product  
 Energy conservation  
 Other (specify): \_\_\_\_\_

How did you learn about the **ThermaRay** Radiant Ceiling System?

- In a magazine                       At a trade show  
 Through a relative or friend     Electrical dealer  
 Electrician  
 Other (specify): \_\_\_\_\_

Why did you purchase the **ThermaRay** Radiant Ceiling System?

- New construction                   Renovation  
 Wanted warm floors                 Supplementary heat  
 Dissatisfied with old system  
 Other (specify): \_\_\_\_\_

How would you evaluate the **ThermaRay** Radiant Ceiling System?

|                       | Very Poor |   |   |   |   |   |   | Excellent |
|-----------------------|-----------|---|---|---|---|---|---|-----------|
| Excellent Performance | 1         | 2 | 3 | 4 | 5 | 6 | 7 | N/A       |
| Ease of connection    | 1         | 2 | 3 | 4 | 5 | 6 | 7 | N/A       |
| Ease of installation  | 1         | 2 | 3 | 4 | 5 | 6 | 7 | N/A       |
| Instruction manual    | 1         | 2 | 3 | 4 | 5 | 6 | 7 | N/A       |
| Product information   | 1         | 2 | 3 | 4 | 5 | 6 | 7 | N/A       |
| Packaging             | 1         | 2 | 3 | 4 | 5 | 6 | 7 | N/A       |

Comments and/or suggestions: \_\_\_\_\_

\_\_\_\_\_

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