

TRUHEAT SYSTEMS EZ-HEAT MATS WARRANTY REGISTRATION

Thank you for purchasing your new EZ-HEAT floor heating system. To register your system, please send a copy of this warranty card to: info@truheatsystems.com with the subject line "WARRANTY" within 30 days of date of purchase.

1. HOME OWNER INFORMATION

Name:		Phone:
Address:		Email:
City:	State/Province:	Zip/Postal Code:

2. INSTALLER INFORMATION

Check here if home owner installed ☐

Company Name:		Phone:
Address:		Email:
City:	State/Province:	Zip/Postal Code:
Installer Name:		

2. HEATING SYSTEM INFORMATION

Install Date:	Installed Under: ☐ Carpet ☐ Tiles ☐ Laminate/Click Engineered ☐ Vinyl Plank
Underlayment (Pad) Material:	Total Mats Used:

HEATING MAT SERIAL NUMBERS:

EZ-HEAT MATS WARRANTY

TruHeat Systems Inc. warrants the TruHeat EZ-HEAT floor heating mats ("the Product") to be free from defects in materials and workmanship for 15 years from the date of purchase, provided that the Product is installed in accordance with the TruHeat Systems product installation guide, any special written or oral design or installation guidelines provided by TruHeat Systems for the specific project that the Product is intended, the provisions of the National Electric Code (NEC), and all applicable local building and electrical codes. If the Product is determined to be defective in materials and workmanship, and has not been damaged as a result of misuse, misapplication or improper installation, TruHeat Systems will reimburse the cost for location of the fault, repair of Product, and any labour and materials required to perform the repair. If repair of the Product is not feasible, TruHeat Systems will replace the Product or refund the original cost of the Product. Controls sold under the TruHeat Systems name are warranted for one year from date of purchase. Should the control be defective or malfunction, return the control to TruHeat Systems and it will be repaired or replaced (at TruHeat System's option). The warranty does not cover removal or reinstallation costs.

TruHeat Systems Inc. assumes no responsibility under this warranty for any damage to the Product prior to or during installation by anyone, including, but not limited to trades people or visitors to the job site, or damage caused as a result of post installation work. Call our toll free number, (833) 999-4328, if you have any questions about installation. The Limited Warranty is null and void if the Product owner or his representative attempts to repair the Product without receiving authorization. Upon notification of an actual or possible problem, TruHeat Systems will issue an Authorization to Proceed under the terms of the Limited Warranty.

Warranty Subject to the Following Conditions: 1. The warranty of the warming system must be registered by completing and returning the attached 'System Warranty Registration' card to TruHeat Systems Inc. within thirty days of date of purchase. Please keep your invoice, as proof of date of purchase will be required in the event of a claim. 2. The warming mat(s) must be installed flat under carpet or floating floors and above a foam underlayment (also known as a pad or carpet cushion). 3. The warming system must be electrically protected by a GFI (Ground Fault Interrupter). 4. The installation must comply with all national and local electrical and building codes, as well as any other applicable statutory requirements. 5. The manufacturer hereby reserves the right to inspect the installation site at any reasonable time. 6. The warranty is not automatically transferred with change of ownership, but the manufacturer may, on application, transfer the warranty for the period remaining. This transfer is solely at the discretion of the manufacturer. 7. The warming system should be used strictly in accordance with the following: 7.1 Hard wire the warming system mats to a dedicated circuit. The voltage of the circuit should match the voltage of the warming system, and the size of the circuit should be such that the warming system does not occupy more than 80% of the circuit capacity. 7.2 Should you feel no warmth on the floor within 60 minutes, verify that there is power to the control or thermostat. Contact TruHeat Systems after verifying that there is power at the plug point. Under no circumstances should you or anyone else tamper with or attempt to repair the warming system - this will render the warranty null and void. 7.3 Switch the warming system on and off as you would any conventional electric heater, although timers or thermostats may be used if preferred. 7.4 Use reasonable care in the operation of the warming system. Do not drop heavy articles on the flooring or pierce the flooring with sharp objects. 7.5 For under carpet applications, do not use an underpad with more than 0.8 Tog and use a Hessian backed carpet with a lower than 2.0 Tog. 7.6 All restrictions and warnings detailed in the installation guide must be strictly followed.

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