

## Standard Product Warranty for Industrial, Commercial and Residential Heating Products

Except if otherwise agreed to in writing, nVent ("Seller") warrants all goods listed below, when paid for and properly installed, commissioned, operated and maintained, against faulty workmanship and/or use of defective materials for a period of twenty four (24) months from delivery to the Buyer.

Brand	Type	Products
nVent RAYCHEM	Heating cable type	BTV, QTVR, XTV, KTV, HTV, VPL, FMT, FHT
	Components	Standard connection kits* for the products listed above
nVent RAYCHEM	Heating cable type	XPI-F, XPI, XPI-S
	Components	Standard connection kits* for the products listed above
nVent RAYCHEM	Heating units	MI heating cables and standard connection kits*
nVent RAYCHEM	Control equipment	All standard control equipment as listed in the actual nVent RAYCHEM industrial product catalogue or on our website

\* Standard connection kits are limited to appropriately selected power connection kits, splice kits and end seals as listed to be compatible in nVent actual product documentation.

Brand	Type	Products
nVent RAYCHEM	Heating cable type	FS-C10-2X, EM2-XR, EM2-R, EM-MI, EM2-CM, EM4-CW, GM-2X, GM-2XT, GM-2CW, GM-4CW, R-ETL-A, R-ETL-B, R-ETL-A-CR, R-ETL-B-CR, HWAT-L, HWAT-M, HWAT-R, 10XL2-ZH, 15XL2-ZH, 26XL2-ZH, 31XL2-ZH, FroStop-Black, and FrostGuard heating kits
	Components	Standard* connection kits approved for the products listed above
nVent RAYCHEM	Control equipment	All standard control equipment as listed in the actual nVent RAYCHEM commercial product catalogue or on our website
nVent RAYCHEM TraceTek	Leak detection cables	TT1000, TT3000 and TT5000
	Components	Associated components and accessories
nVent PYROTENAX	Fire Resistant Wiring	Mineral insulated cables and their terminations with a rated voltage not exceeding 750V
	Components	Associated components and accessories

\* Standard connection kits are limited to appropriately selected power connection kits, splice kits and end seals as listed to be compatible in nVent actual product documentation.

The products are warranted to conform to Seller's currently published specifications. No warranty is given for products or components which have been subject to misuse, improper installation, normal wear and tear, corrosion, or which have been disassembled, modified or repaired by unauthorised personnel. Seller must receive written notice of the defect from Buyer within 30 days after discovery of an alleged warranty issue. Seller's liability is limited solely to servicing or adjusting any product returned to Seller's factory for that purpose, including replacing any defective parts therein or, at Seller's option, refunding to Buyer the purchase price allocable to the nonconforming product. Buyer must pay packing, crating and transportation costs to and from Seller's factory. At Buyer's request, Seller will make reasonable efforts to provide warranty service at the Buyer's premises, provided the Buyer pays Seller's then current rates for field service and the associated travel and living expenses. If a fault has been caused by improper installation, maintenance or use, or by abnormal conditions of operation, repairs will be billed at normal rates.

If any fault arises, the following steps must be taken:

- A. Notify Seller of the product model number, serial number and details of the difficulty. On receipt of this information, Buyer will be given service data or shipping instructions.
- B. On receipt of Seller's shipping instructions, Buyer shall forward the product prepaid. If the product or the fault is not covered by warranty, an estimate of charges will be furnished before work begins.

SELLER DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, SUCH AS WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PURPOSE. SELLER ALSO DISCLAIMS ALL WARRANTIES REGARDING ANY ANCILLARY SERVICES RENDERED.

#### **WHAT DOES THIS PRODUCT WARRANTY NOT COVER?**

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Goods subjected to misuse, neglect, alteration or improper installation, operation, maintenance, repair or testing (or such other act or omission) not attributable to Seller are not covered. Seller 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 anticipated profits, or other damages or costs of any kind whatsoever, whether direct, indirect, incidental, or consequential, and in no event shall Seller's liability exceed an amount equal to the sales price.

#### **WHAT WILL WE DO TO CORRECT PROBLEMS?**

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

#### **HOW DO YOU GET SERVICE?**

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Buyer should promptly notify Seller, or Seller's Representative, either by writing 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 and must be supplied by Buyer. Buyer may then be asked to return the goods, postage paid, to the location given by Seller.

#### **WHAT MUST BE DONE TO GET THE PRODUCT WARRANTY?**

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The warranty applies only to products when used as part of a complete heat tracing system of Seller. The heating cables must be used with standard connection kits (appropriately selected power connection kits, splice kits and end seals as listed to be compatible in nVent actual product documentation). Properly install, commission, operate and maintain the heat tracing system. Keep original invoice of purchased products that are subject to this warranty. Keep the completed installation record sheets and completed maintenance record sheets.

#### **HOW DOES EUROPEAN OR MEMBER STATE LAW RELATE TO THIS WARRANTY?**

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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.

#### **Europe, Middle East, Africa**

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Our powerful portfolio of brands:

**CADDY ERICO HOFFMAN RAYCHEM SCHROFF TRACER**