



## ThermaSol Warranty Announcement

Dear Authorized Dealer/Distributor,

ThermaSol is making great strides within the bounds of the law to have its products sold only through our authorized Dealer/Distributors. To that end please find below our new warranty; effective:

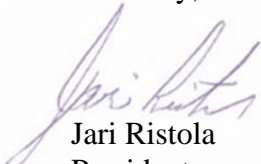
September 1, 2013 on ThermaSol products.

The changes:

- 1) **ThermaSol will not honor it's warranty if products are sold through unauthorized dealers or distributors.** *Except where prohibited by law.*
- 2) The warranty is no longer transferable; it only applies to the original purchase.
- 3) The warranty does not supersede laws of individual states hence the "except where law prohibits."
- 4) **ThermaSol will not honor it's warranty if products are sold through unauthorized dealers or distributors.** *Except where prohibited by law.*

Thank you for your continued support, should you have questions please contact Mike Straw or Martin Siwy.

Sincerely,



Jari Ristola  
President





### Limited Warranties for Original Purchaser

These warranties are nontransferable, valid only for original purchasers of new ThermaSol products from Authorized Dealers, except as provided by law. These warranties are not valid for any product that is sold with a defaced or altered serial number, or for any product that was purchased used, refurbished, reconditioned, "as is," or in unknown condition.

**Simply stated, if you do not purchase your ThermaSol products new from an Authorized Dealer, you will have NO WARRANTY\***

### LIMITED WARRANTY PERIODS

#### Steam Shower AF 2-YEAR "IN-HOME" LIMITED WARRANTY

ThermaSol extends to the original purchaser a **2-year** limited "in home" warranty to repair or replace (at its option) **AF** generator parts manufactured after June 1, 2007 found to have manufacturing defects, and to provide the necessary labor. The warranty expires 2 years after the date of purchase by the original purchaser, after which, only the **FACTORY LIMITED WARRANTY** applies.

#### PRO SERIES 3-YEAR "IN-HOME" LIMITED WARRANTY

ThermaSol extends to the original purchaser a **3-year** limited "in home" warranty to repair or replace (at its option) **PRO SERIES** generator parts manufactured after June 1, 2007 found to have manufacturing defects, and to provide the necessary labor. The warranty expires 3 years after the date of purchase by the original purchaser, after which, only the **FACTORY LIMITED WARRANTY** applies.

#### LIFETIME "NO QUESTIONS ASKED" – FACTORY LIMITED WARRANTY

ThermaSol shall repair or replace (at its option) the specific failure of any **AF** or **PRO SERIES** generator part manufactured after June 1, 2007 at the ThermaSol factory for as long as the product is owned by the original purchaser. All expenses required to remove and send the unit to the factory, return and reinstall the unit are the responsibility of the owner.

### WHAT YOU MUST DO

To obtain warranty service under these warranties: (can be completed online at [www.thermasol.com/registration](http://www.thermasol.com/registration))

1. Provide receipt of purchase or other proof that you are the original purchaser; the product must be located in the United States.
2. The product must be purchased new from an Authorized Dealer. Products purchased used, refurbished, reconditioned, "as is," or in unknown condition are not covered under these warranties, except as provided by law.
3. Complete and return the ThermaSol Registration Card to the address below, provided, however, that depending on applicable state law, failure to complete and return the Card will not diminish your warranty rights.
4. Provide prompt notice of any defect claim within the warranty and provide any substantiation that we may reasonably request.

### EXCLUSIONS

These warranties will be terminated by ThermaSol for the following reasons:

1. Improper Installation, such as installation that fails to observe National/Local Plumbing and/or Electrical codes.
2. Use of a residential unit in a non-residential or commercial application, including a hotel.
3. Service to equipment by unauthorized personnel.
4. Installation that does not permit proper access for service.
5. Non-payment of repairs not covered under warranty.
6. Modification to any part of the unit.
7. Use of non-ThermaSol repair parts.
8. Alteration or removal of product serial number.

### LIMITATIONS

1. ThermaSol will not be liable in any way for any indirect, special, incidental, exemplary, or consequential damages resulting from the sale, delivery, installation or use of its products. Users are responsible for suitability of the products for their application. Damage resulting from improper specification or application or other operating conditions beyond ThermaSol's control is not under warranty.
2. ThermaSol will exercise reasonable efforts in rendering service under these warranties, but shall not be liable for any damage arising out of delays; these warranties only cover the repair and/or replacement of ThermaSol product as specified by the warranty.
3. ThermaSol does not guarantee that a local service person will be available for in-home service. Unit may have to be removed and reinstalled at owner's expense. It is the responsibility of the buyer to file a claim with the carrier/carriers for any product that has shipping damage to or from ThermaSol. An EVA (Evaluation Number) must be obtained from the factory and used on any correspondence or packages sent to the factory.
4. **THESE WARRANTIES ARE NON-TRANSFERABLE TO ANY OTHER PURCHASER OR PARTY OTHER THAN THE ORIGINAL PURCHASER FROM AN AUTHORIZED DEALER. THESE WARRANTIES ARE NOT VALID FOR ANY PRODUCTS SOLD USED, REFURBISHED, RECONDITIONED, "AS IS," OR IN UNKNOWN CONDITION. NO OTHER AGENT OR PARTY CAN GIVE ANY OTHER WARRANTY OR PROMISE. THESE ARE THE SOLE WARRANTIES FOR YOUR THERMASOL PRODUCT, EXCEPT AS PROVIDED BY LAW.**

These warranties give you specific legal rights and you may also have other rights, which may vary, from state to state. Determination of rights under these warranties is in accordance with the laws of California. Any dispute under these warranties must be submitted and resolved by arbitration in California.

\* except as provided by law.

**ThermaSol**  
**(800)-776-0711**  
**[www.thermasol.com](http://www.thermasol.com)**  
**(Monday – Thursday, 7:00 a.m. to 5:00 p.m. (PST); Friday, 8:00 a.m. – 12:00 p.m. (PST))**  
**2255 Union Place, Simi Valley, CA 93065**