



# Warranty Policy

## General Warranty

Dettson Industries Inc., subject to the limitations described in this Equipment Warranty Policy Certificate, warrants that each and every appliance product by Dettson Industries Inc. is, under normal operating conditions, free of defect in material and workmanship for a specific period of time from the date of original installation (as described in the "Summary of Warranty Programs" section below).

**This warranty covers the appliance only and does not include labour costs, freight costs or other indirect expenses related to routine maintenance or the replacement of parts.** If a part fails during the applicable warranty period, Dettson Industries Inc. will provide, at its sole discretion, a new or remanufactured part to replace the defective part at no charge. Alternatively, and at its sole discretion, Dettson Industries Inc. will allow a credit in the amount of the then factory price for a new equivalent part toward the retail purchase price of a new Dettson Industries Inc. product.

## Summary of Warranty Programs

PRODUCT	PARTS (RESIDENTIAL/COMMERCIAL)	HEAT EXCHANGERS, TANKS AND COILS (RESIDENTIAL/COMMERCIAL)
<b>Oil fired furnaces *</b>		
- AMP, AMT series - RHB, RLB series	5 years / 1 year	20 years / 10 years
- AMP 3, AMT 3, AMT 4	1 year / 1 year	10 years / 5 years
<b>Electric boilers</b>		
- HYDRA	5 years / 1 year	10 years / 5 years
<b>Electric furnaces / Air Handlers</b>		
- SUP series (Modulating)	10 years / 1 year	N/A
- SUP series (Advantage & Comfort) - Nortron series - AHB, AHF, AHV	5 years / 1 year	N/A
<b>Gas furnaces *</b>		
- Series C15 to C120 (Chinook) - Chinook Compact CC15	10 years / 5 year	Limited Lifetime warranty / 10 years
<b>Oil water heater</b>		
- CMO-32, CMO-50 series	5 years / 1 year	5 years / 1 year
<b>Alizé Heat Pump</b>		
- COND-09& COND-30/36	10 years / 1 year	N/A
<b>Hydronic Air handler</b>		
- DCAH-36 & DCAH-55	5 years / 1 year	2 years / 1 year
<b>Venting systems</b>		
- SMH, VTK, IFV series	1 year / 1 year	N/A
<b>Burners</b>	5 years / 1 year	N/A
<b>Cooling Coil</b>	5 years / 1 year	N/A
<b>Thermostats</b>	5 years / 1 year	N/A
<b>Smart Duct System®</b>	10 years / 1 year	N/A
<b>Zoning</b>	5 years / 1 year	N/A

### \* Limited Warranty on Heat Exchanger or Tank

Dettson Industries Inc. warrants heat exchangers against defects in materials or workmanship. Dettson Industries Inc. will grant a credit in the amount of the list price for the replacement of the heat exchanger based on the following table:

Years	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25			
Limited lifetime warranty	100%					90%				80%			70%			60%			50%		40%		30%		20%		10%	
20 years warranty	100%		90%		80%		70%		60%		50%		40%		30%		20%		10%									
10 years warranty	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%																		
5 years warranty	100%	80%	60%	40%	20%																							

## Limitations

This warranty does not cover defects or damages on equipment without serial number or whose serial number has been erased or modified.

**A) Consumable Items:** This warranty does not apply to fan belts, filters, oil nozzles or other materials which must be replaced in the course of routine maintenance.

**B) Corrosive Atmosphere:** The operation of a heat exchanger in the presence of corrosive elements such as acids, chlorine, fluorine or other damaging chemicals voids this warranty. The warranty will not be applicable for boilers if the heat exchanger is subject to corrosion produced by the presence of air or oxygen in water coming from new incoming water, inadequate design of the system or the use of plastic piping without oxygen barrier.

**C) External Factors:** This warranty does not apply to damages to the product caused by misuse, failure to provide proper maintenance, accidents, Acts of God, improper fuel or inadequate electrical supply. All electrical appliances installed in regions where electrical distribution networks cause power surges, such as Atlantic Provinces, must be equipped with a power surge protector.

**D) Unauthorized Alteration:** Unauthorized alteration or repair of the appliance affecting product reliability or performance voids this warranty.

**E) Installation by a qualified person:** The product must be installed by a qualified fitter in accordance with Dettson Industries Inc.'s installation instructions, applicable local and national codes, the industry standards and those of professional organizations such as the Heating, Refrigeration and Air Conditioning Institute of Canada and the Air Conditioning Contractors of America. Failure to do so voids this warranty.

**F) Unauthorized Installation of Accessory Equipment:** Dettson Industries Inc. authorizes the application of accessory equipment which will operate in conjunction with its products provided that the following conditions are met:  
i.) The function or performance of the Dettson Industries Inc. appliance is not altered.  
ii.) The accessory is installed in accordance with its manufacturer's installation instructions.  
iii.) The environment in which the appliance is supposed to operate is not modified.  
iv.) Furnaces cannot be installed with a one hundred per cent (100%) outdoors return air.

**G) Lost or Stolen Products:** This warranty does not apply to products reported as lost or stolen.

**H) Original Installation Site:** This warranty does not apply to products no longer at the site of original installation.

**I) Improper Application:** This warranty does not include damages caused by improper matching or misuse of the product or its components.

**J) Routine Maintenance:** The warranty is valid only if the instructions specified in the Installation and Operating Instructions are strictly observed. Failure to do so may void any and all warranties, at Dettson Industries Inc.'s discretion.

## Consequential Damages

Dettson Industries Inc. shall not be responsible for any consequential damages caused by any defect in the product.

## Exclusive Warranty

The warranty provided by Dettson Industries Inc. is exclusive; all other representations, warranties or conditions, expressed, implied or statutory, required by law or otherwise, are hereby excluded.

## Beginning of the Warranty Period

If the original sales invoice cannot be provided to establish the date of original installation, it is determined that the warranty comes into effect ninety (90) days after the product was shipped from the manufacturing plant.

## Replacement Parts Warranties

All replacement parts obtained directly from Dettson Industries Inc. and used for routine maintenance of Dettson Industries Inc. products are warranted for a period of twelve (12) months from the date of repair. Dettson Industries Inc. reserves the right to require proof of repair before granting any credit. Replacement parts are shipped at the expense of the consumer. Should we request that the defective parts or components be shipped back for further investigation, a return authorization number will be issued and return freight arrangements will be specified by Dettson Industries Inc.

## Warranty Execution

Dettson Industries Inc. shall not be liable for any default or delay in execution of this warranty caused by any contingency beyond our control, including wars, government restrictions or restraints, strikes, fires, floods or short or reduced supplies of raw material.

Version française au verso.