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# Warranty Policy

## Warranty Period

JP China Trade Int'l Co., Ltd. normally warrants the heaters and heater kits against defects in material and workmanship for **Two Years FOR FREE**, effective since the date signed for delivery.

## What is covered by the Warranty?

JP China Trade covers the following items and procedures:

- Technical support online;
- Correct and appropriate installation guide;
- FREE replacement parts shipping;

**Important Notice: Liability shall not be assumed for defects attributable to faulty design or the use of unsuitable materials if use of the design or materials has been specified by the Customer despite prior notice by JP China Trade.**

## This warranty does not cover:

- (a) Faults caused by incorrect installation or maintenance, incorrect voltage or connection, lightning, external damage, accidents, moisture or any conditions beyond our control;
- (b) Faults caused by unauthorized repair or other measures carried out or undertaken by any party who is not authorized by us or the manufacturer;
- (c) Transport damages;
- (d) If the serial number is illegible or missing; or
- (e) Costs or inconvenience the product may have caused as a consequence of a defect on the product.

Notice: Please ensure that you have your original warranty certificate and a copy of the purchase receipt or this may affect your warranty.

Parts including fuel nozzles, filters and overheat fuses are not covered under warranty

## Procedure for Performing Warranty Work

Once any problem or damage happen to our heaters, fill in Warranty Form (After sale complain form), upon your detailed description of the problem/complain, we help you solve the problem. If any part needs to be replaced, we will ship a new replacement for FREE.

Any part replaced under warranty must be tested to confirm that it is defective. Parts that should be tested are, but not limited to:

- Glow Pins

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- Control Units
  - Fuel Metering Pumps
  - Temperature, Flame and Overheat Sensors
  - Combustion Air Blowers
  - Coolant Pumps
  - Thermostats and Timers



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