



Floor Warming and Heating Systems

## LIMITED WARRANTY FLEXTHERM Heating Cable – Green Cable™ *Surface XL*

FLEXTHERM Inc. (hereinafter "FLEXTHERM") warrants to the original purchaser that the low temperature electric radiant floor heating system cable (hereinafter the "Product") as designed and manufactured by FLEXTHERM, and once installed in conformity with the instructions of FLEXTHERM, shall be free of defects, in either materials or workmanship as described in this document.

### COVERAGE PERIOD:

This Limited Warranty becomes effective on the date of purchase of the Product by the first owner and shall remain effective for a period of twenty-five (25) years [three hundred (300) consecutive months] from the date of original purchase of the cables. This Limited Warranty is valid for Products bought and installed in Canada or the USA only.

### LIMITED LIFETIME WARRANTY:

For the Limited Lifetime Warranty to apply, the product must be installed by a FLEXpert or FLEXboutik through an installer certified by FLEXTHERM, and a completed warranty card must be submitted and must include the results of the insulation and resistance verification tests carried out before and after the cable is installed, and after the floor covering is installed.

### CONDITIONS:

This Limited Warranty is only applicable to new and unused Products purchased from FLEXTHERM, or its authorised re-sellers, provided the Installation Requirements contained in the Product Installation Guide are met. Claims made for coverage under this Limited Warranty must be addressed in writing, within seventy-two (72) hours from an event giving rise to a claim, or the appearance of a defect, to FLEXTHERM Inc., 1 800 353-9843.

Persons making claims for coverage must present FLEXTHERM with proof of purchase as well as proof of installation in accordance with the Installation Requirements (pictures recommended) and any documents FLEXTHERM may require.

Any parts replaced under the terms of this Limited Warranty become the property of FLEXTHERM.

### WHAT FLEXTHERM WILL/WILL NOT DO:

FLEXTHERM's obligations under this Limited Warranty are limited to, at its sole discretion, repairing or reimbursing the cables originally supplied in the Product that FLEXTHERM has determined to be defective in materials or workmanship.

FLEXTHERM shall repair or reimburse, at its sole and entire discretion, the defective cable goods free of charge. Repair or replacement will only be made for defective parts; and no allowance or reimbursement shall be made for wages, labor and freight costs. Should FLEXTHERM choose to reimburse the cost of the cable, it will do so at the lesser of the value of the purchase price or the suggested retail price for the same item. With respect to the parts not manufactured by ourselves, we shall only warrant these to the same extent as our suppliers undertake a warranty obligation towards ourselves.

Because of our ongoing commitment to product quality and innovation, FLEXTHERM reserves the right, at any time and without incurring any obligations, to revise, change, modify or discontinue any specifications, features, designs or components.



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Place  
Stamp  
Here

**FLEXTHERM INC.**  
2400 DE LA PROVINCE STREET  
LONGUEUIL, QUEBEC J4G 1G1  
CANADA

## LIMITED WARRANTY (continued)

### INSTALLATION REQUIREMENTS:

In addition to the requirements included in the current FLEXTHERM Installation Guide, which is incorporated herein by this reference, the Product must be installed in accordance with accepted standards, with FLEXTHERM thermostats (or a suitable equivalent, as determined by FLEXTHERM) and with adhesives that are compatible with an electrical in floor heating system.



**WARNING:** Failure to install the Product with controls and protection systems (including ground fault circuit interrupters) in conformity with your local electrical Codes, as well as the Installation Guide, may cause fires.

**WARNING:** Failure to install the Product with the appropriate cable/wire installation gauges may damage the cables/wiring and lead to Product failures, which are not covered under the Limited Warranty.

**WARNING:** Failure to install the Product with a good quality polymer-modified mortar or polymer-modified self-levelling underlayment may lead to failures and defects, which are not covered under this Limited Warranty.

### EXCLUSIONS – ARE NOT WARRANTED:

- Failures resulting from improper installation;
- Damage caused by abuse, improper installation, repairs, service, maintenance and/or storage, modifications or use of parts not manufactured or supplied by FLEXTHERM;
- Damage caused by abuse or neglect regarding the Product;
- Use of thermostats other than FLEXTHERM thermostats, or suitable equivalents;
- Damage caused by water, submersion, accident, fire or any act of God;
- Incidental, consequential or other damages (including labor costs, inconvenience, loss of time or loss of income).

### LIMITATIONS OF LIABILITY:

THIS WARRANTY IS EXPRESSEDLY GIVEN AND ACCEPTED IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT ANY LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS OR A PARTICULAR PURPOSE. TO THE EXTENT THAT THEY CANNOT BE DISCLAIMED, THE IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE LIFE OF THE EXPRESSED LIMITED WARRANTY. INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED FROM COVERAGE UNDER THIS LIMITED WARRANTY. SOME STATES AND PROVINCES DO NOT ALLOW FOR THE DISCLAIMERS, LIMITATIONS AND EXCLUSIONS IDENTIFIED ABOVE; AS A RESULT, THEY MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS WHICH MAY VARY FROM ONE STATE OR PROVINCE TO ANOTHER.

Neither FLEXTHERM re-sellers, installers or any other person is entitled or authorized to make any affirmation, representation or warranty other than those contained in this Limited Warranty.

COMPLETE AND RETURN WARRANTY CARD IN ORDER TO PRESERVE SYSTEM WARRANTY

Owner's Name \_\_\_\_\_

Address \_\_\_\_\_

Province/State \_\_\_\_\_ Postal Code/Zipcode \_\_\_\_\_

☎ \_\_\_\_\_ @ \_\_\_\_\_

Tiler \_\_\_\_\_

Address \_\_\_\_\_

☎ \_\_\_\_\_

Electrician \_\_\_\_\_

Address \_\_\_\_\_

☎ \_\_\_\_\_

### Product Installation

New Construction

Renovation

Room: \_\_\_\_\_

### How did you hear about FLEXTHERM?

Show room	<input type="checkbox"/>	Contractor	<input type="checkbox"/>
Home/Renovation show	<input type="checkbox"/>	Tiler	<input type="checkbox"/>
Media	<input type="checkbox"/>	Electrician	<input type="checkbox"/>
Web site	<input type="checkbox"/>	Architect / Int. designer	<input type="checkbox"/>
Friend	<input type="checkbox"/>	Other _____	

### Results, verification test

	Verification after opening the box	Verification after installation	Verification after laying the flooring
Resistance Verification	$\Omega$	$\Omega$	$\Omega$
Insulation Verification	<input type="checkbox"/> infinite $M\Omega$	<input type="checkbox"/> infinite $M\Omega$	<input type="checkbox"/> infinite $M\Omega$

### Cable's Description

Model N° \_\_\_\_\_ Resistance \_\_\_\_\_  $\Omega$

Length \_\_\_\_\_ Voltage \_\_\_\_\_ V

Production N° \_\_\_\_\_ Output \_\_\_\_\_ W