

Product Warranty

Thermal Transfer Products warrants its products to be free of any defects in workmanship or materials under what is considered to be normal service for **12 months** from the date of manufacture from our plant in Racine, Wisconsin.

All obligations and liabilities are limited to the repair or replacement of the defective part at our option. Thermal Transfer Products accepts no liability for consequential damage or reinstallation labor.

Any accessories or components furnished by other manufacturers shall be subject to the manufacturer's particular warranty.

Thermal Transfer Products reserves the right to revise or improve any products with no obligation to incorporate these changes in any products manufactured prior to such revisions or improvements. The company will not assume responsibility for contingent liability through any alleged failure or failure of any of its products or accessories.

This 12-month warranty **does not apply** to failures, which result from:

- Over-pressurization,
- Improper application,
- Improper installation or mounting design, which permits excessive vibration and causes failure or breakage of parts due to material fatigue or deterioration.
- Damages as a result of freezing.
- Shipping Damage
- Failure due to corrosion or damage from storage in corrosive atmospheric conditions.
- Failure to follow the factory provided installation and service instructions.

To obtain warranty approval, the customer must first obtain a Return Goods Authorization (RGA) number from the Thermal Transfer Products distributor through whom the product was originally purchased.

All units must be held for inspection by a factory representative or at the discretion of the Thermal Transfer Products Service Dept. returned to the factory for evaluation. (See the Warranty Return Policy for further details.)

Unauthorized Field Service

If a buyer secures unauthorized field service on a product or its accessory, the buyer shall be responsible for all time and expenses incurred therein. This includes charges for freight, labor and service, together with any other expenses incurred.

Questions?

Refer all questions about this policy to:

[Warranty & Returns Manager](#)

Phone: (262)554-8330 x248

Fax: (262)554-8773

Warranty Return Policy

Policy Overview

The TTP Limited Product Warranty is included in the sale of all products sold through authorized OEM and Distributors. Liability for defective workmanship and material shall be limited to the repair or replacement (at the option of TTP) of any parts found to be defective within the warranty period.

Items NOT covered under warranty are as follows:

- Freight Damage
- Corrosion
- Over-Pressurization
- Improper Installation
- Excessive Vibration

Standard Product Warranty

TTP products are warranted for a period of 12 months from the date of manufacture to all authorized distributors and OEM's.

Warranty Claim Authorization

To be considered for warranty repair or credit all units must be held for inspection by a factory representative or at the discretion of the Service Dept. returned to the factory for warranty evaluation.

To obtain warranty approval, the customer must first contact the authorized distributor where the product was originally purchased, to obtain a Return Goods Authorization (RGA) number. **The RGA number will be valid for 14 days only.**

Shipping Instructions

Prior to shipment the unit must have all external plumbing and hardware removed and be thoroughly drained of all fluids. Failure to do so will result in a clean-up charge billed at \$77 per hour. Units are to be shipped prepaid with RGA clearly marked on outside of package. Units received at TTP shipped freight collect or without a RGA number will be refused and returned to the shipper at his expense.

The ship-to address is as follows

Thermal Transfer Products
5215 21st Street
Racine, WI 53406 - 5096
Attn: Service Department

Inspection

Upon inspection if a unit is found to have a defect in materials and/or workmanship, a credit for the cost of the unit plus all incoming shipping charges (excluding air freight charges) will be issued.

If a unit has been misapplied or is beyond the warranty period, the customer will be notified and the unit will be returned, shipped freight collect or disposed of locally at the discretion of the customer.

Questions?

Refer all questions about this policy to:

Warranty & Returns Manager
Phone:(262)554-8330 x248
Fax: (262)554-8773

Product Return Policy

Policy Overview

Thermal Transfer will, at its discretion, accept units for return **only with a value greater than \$100**, from its authorized customers for credit, less a **25%** restock charge. Units must be not older than 90 days from date of original shipment, in like-new condition and in original packaging to be considered for return under this policy. **Specially engineered units are not returnable.**

Return Authorization

Authorized distributors and OEM's must obtain a Return Goods Authorization Number (RGA) prior to the return of any products. The following information will be required when requesting authorization:

- Date of Purchase
- Your P.O. Number
- Reason for Return

Shipping Instructions

This product must be in the original packaging and in like-new condition. Units are to be shipped freight prepaid. Units received at Thermal Transfer shipped freight collect or without a RGA number will be refused and returned to the customer at his expense.

The shipping address is as follows

Thermal Transfer Products
5215 21st Street
Racine, WI 53406-5096
Attn: Service Department

NOTE

RGA number is valid for 14 days only and must be clearly noted on the packaging of the return unit.

Inspection

Upon inspection, if a unit is found to be in un-saleable condition, the unit will be reworked to new condition. Any rework costs will be deducted from the return credit and/or billed back to the customer.

Questions?

Refer all questions about this policy to:
Warranty & Returns Manager
Service Dept. Manager
Phone: (262)554-8330
E-Mail: Byoungblood@thermasys.com

NOTE

RGA valid for 14 days only.
Policy subject to change without notice.

Damaged/Mis-shipped Goods Policy

Policy Overview

All shipments are F.O.B. our plant. Thermal Transfer Products is responsible for delivering products and accessories in good order to the carrier in the correct models and quantities as documented on the carriers freight bill.

The carrier signs documents indicating the models, quantities and condition of goods to be delivered. **All claims for damage should be made with the freight carrier.**

Customer Responsibilities

The customer is responsible for assuring that a notation of discrepancies is made on the bill of lading, **at the time of delivery**, thereby enabling a claim or credit to be issued.

The customer is responsible for inspecting goods immediately upon receipt to verify correct models and quantities, as well as the condition of the goods.

Errors in Shipments

Errors in shipments include:

- Incorrect Goods
- Shortage of Goods
- Overshipment of Goods

Carriers formally acknowledge the quantity and the type of goods placed in their possession at the time they accept the load. Customers are expected to inspect goods upon receipt and to notify TTP in writing, including all proper documentation for shortages and overages with regard to the packing list.

If TTP sends the incorrect goods or created an over-shipment of goods with regard to what the customer ordered, the customer may make a claim against TTP by submitting the following documentation to the TTP Sales Department within 30 days after receiving a shipment:

- A copy of the packing list
- A copy of the TTP invoice

Send the above documentation to:

Thermal Transfer Products
5215 21st Street
Racine, WI 53406 - 5024

If the customer does not want to keep the goods that were shipped in error or overshipped, the customer should contact the Sales Department to make a formal request to return the goods to the factory or origin and receive written authorization to do so.

Under no circumstances are goods to be returned to the factory without prior written authorization. Goods returned to the factory are to be in like-new condition and in original packaging.

Damaged Goods

All shipments are F.O.B. our plant. TTP makes every attempt to manufacture, handle and load goods with the utmost care. Carriers formally acknowledge goods are free from damage at the time they accept the goods. Customers are expected to inspect goods upon receipt and to make claims against the carrier for damage to goods.

All claims for damage should be made with the freight carrier. Under no circumstances are damaged goods to be returned to the factory without prior written authorization.

Questions?

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