



WARRANTY CARD

SFM SERIES

HEATING CABLE MAT

LIMITED WARRANTY LIMITED WARRANTY LIMITED WARRANTY

LIMITED WARRANTY

Subject to the following conditions, exclusions and limitations, the SFM SERIES heating cable mat is warranted for the duration of its coverage period against defects in workmanship and/or materials.

If at any time during this period the unit referred to in this limited warranty becomes defective, Stelpro will replace it or refund its purchase price to the original purchaser in accordance with the following conditions.

WARRANTY PERIOD

This warranty is effective for a 25 year period from the date of purchase.

GENERAL CONDITIONS

For this warranty to be valid, the installation must have been completed in accordance with the installation guide, the damage to the unit must not be due to an electrical or a mechanical failure unrelated to the standard operating conditions, the product tag must not have been removed and the warranty card must be duly completed.

For product replacement or reimbursement, you must send a copy of the heating cable mat proof of purchase as well as a brief problem description to Stelpro Design Inc., at:

STELPRO DESIGN INC.
C/O CUSTOMER SERVICE
1041 PARENT STREET
SAINT-BRUNO-DE-MONTARVILLE
QUEBEC, CANADA
J3V 6L7

EXCLUSIONS

Any damages or failures caused by abuse, misuse, abnormal usage, faulty installation, or improper maintenance (other than that prescribed by Stelpro) will not be covered by this warranty. Moreover, the warranty does not cover any accidental or intentional losses or damages, damages caused by negligence, unauthorized attempts to repair the unit and repairs in a non certified repair facility. It does not cover any costs and disbursements incurred by the removal and replacement of a defective heating cable mat as well as any flooring material or floor covering embedding and/or covering it. The STELPRO heating cable mat is not guaranteed against failures related to the aging of a building, e.g. floor cracks due to the movement of the foundation.

LIMITATIONS

Stelpro cannot and shall not be held responsible for any inconveniences or damages consequential to the failure of its heating cable mat or for any damages related to its installation, whether there was negligence or not. If the installer decides to use a stapler, it is his responsibility not to break or damage the mat cables with a staple.

No statement of fact or promise made by the representatives of Stelpro Design Inc. shall constitute a warranty other than the content of this document.

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INFORMATION PRINTED ON THE HEATING CABLE MAT TAG

Cable conductor nominal resistance _____

ADDITIONAL INFORMATION

Buyer's name _____

Address _____

Province & Postal code _____

Tilesetter _____

Address _____

Electrician _____

Address _____

TESTS #1 - 2 - 3	While the mat is still in the box	After the installation and adhesion of the mat on the subfloor using thinset mortar	Once the tiles/stones are installed or once the self-leveling mortar applied over the mat has completely dried (in the case of laminated or engineered wood installation)
TEST #1 Conductor resistance test Conductor resistive value (ohms)			
TEST #2 Continuity test between the heating conductor and the ground braid Test result (continuity tone, "OL", "I" or other)			
TEST #3 Insulation resistance test Insulation resistance testing (specify gigaohms, megaohms, kiloohms, ohms)			