

## 25 YEAR LIMITED WARRANTY

ProLux Materials LLC offers a **25-year** limited warranty on all LuxHeat floor heating cables and mats, for any fault arising from manufacturing defects only. There is no other warranty, express or implied. The warranty period starts at the date of purchase of the LuxHeat product.

The 25-year limited warranty applies to LuxHeat floor heating cables and mats only - thermostats and any other components or accessories supplied with the LuxHeat floor heating cable or mat are covered by the manufacturer's warranty of the component or accessory, not by ProLux Materials LLC.

ProLux Materials LLC will either repair or replace (at its sole discretion) a product with a factory fault free of charge. ProLux Materials LLC does not accept any liability for any other costs related to the repair or replacement of the heating cable or mat, including, but not limited to, repair or replacement of the floor covering, labor, travel, and shipping.

### **This warranty is further subject to the following conditions:**

- Documentary proof of date of purchase is submitted with any claim;
- The heating cable or mat is installed in accordance with all guidelines and instructions as published by ProLux Materials LLC;
- The installation complies with all local and national wiring regulations and codes as well as any other applicable statutory requirements;
- The heating cable or mat is electrically grounded and protected by a Ground Fault Circuit Interrupter (GFCI);
- The heating cable or mat is connected to an electrical supply of its rated voltage only.

### **The warranty does NOT cover:**

- Faults arising from incorrect installation;
- Faults arising from incorrect specification and/or application of the heating system.
- Faults arising from damage to the cable from outside causes, such as other suppliers, third-party contractors, including (but not limited to):
  - Cracking of floors or sub-floors through expansion and contraction or any other reason
  - Drilling or driving screws or nails and the like into the floor
  - Damage caused from accidental cutting or any other work on the premises
  - Electrical surges caused by lightning or any other cause.
  - Repair or attempted repairs or any modification to the heating cable or mat that have not been expressly authorized beforehand by ProLux Materials LLC.

### **Submitting a claim:**

All claims must be in writing and submitted either by email to [support@proluxmaterials.com](mailto:support@proluxmaterials.com) or mailed to the registered business address of ProLux Materials LLC at the time of submitting the claim.

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