

Warranty

6W
Interior concrete
embedded heating cable

25 years Limited Warranty
on 6W Heating Cable and
5 years on Heating Floor
Thermostats



1 866 994 4664 • drexma.com • info@drexma.com

Warranty Drexma 6W Interior embedded heating cable

25 years limited warranty

Drexma (the Company) warrants its interior embedded heating cable (the Product) to be free from defects in materials and workmanship for a period of 25 years to the first owner and or original purchaser of the product. Warranty card must be registered with the company.

Under this Limited Warranty, Drexma will provide the following:

If the product is determined by **Drexma** to be defective in materials and workmanship, and has not been damaged as a result of abuse, misapplication or modification, **the Company** will refund all or part of the manufacturer's published list price of the Product at the time of purchase.



In order to make a claim and/or benefit from this warranty, you must:

- Provide **the Company** with sufficient details relating to the nature of the defect, the installation, the history of operation, and any repairs that may have been made.
- At **the Company's** discretion and at the owner's expense, ship the Product to **the Company** or the **Company's** local representative or distributor.
- Provide proof that the Product was installed in accordance with the applicable Product Installation Manual and any special written design or installation guidelines by **Drexma** for this project.
- Provide a retail sales receipt or proof of purchase.
- Provide test Log sheet results.
- Have completed the **Drexma** Test Log Sheet and had it registered with **Drexma**
- Electrical connection must be done by an electrician. Provide system connection invoice done by an electrician.
- In order to facilitate thermostat installation and prevent from overheating, it is mandatory to keep **Drexma's** Warranty valid to install an extra-large (2 1/2" min.) and extra-deep (2 1/2" min.) wall-mounted electrical box to accommodate the ground fault circuit interrupter (GFCI) behind the thermostat. Recommended product: Iberville #3004LH-RT or bigger (or all equivalent product). It is strictly forbidden to have multiple connections in this electrical box. Only one electrical connection is allowed; no other junction towards another electrical product can be done.
- Provide proof that the Product was installed in accordance with the National Electrical Code (NEC) or the Canadian Electrical Code (CEC), or all applicable local building and electrical codes.
- The installation shall be in accordance with the manufacturer's instructions and national and local electrical codes. The installation shall be in accordance with Part 426, American National Standard Institute / National Fire Protection Association (ANSI/NFPA70), National Electrical Code (NEC) and Canadian Electrical Code (CEC), Part 1. You must use a ground fault protection device (GFCI) or a Residual Current Device (RCD).
- All local codes concerning buildings, electrical installations etc. must be adhered to regardless of instructions provided in this manual. If these regulations are in direct conflict with instructions stated herein, please contact the **Drexma Industries**.
- Take 4 pictures of the cable installation in the floor and one of the connections to the thermostat:
 - 1) Floor, before heating system installation
 - 2) After heating system installation
 - 3) After floor covering installation
 - 4) Thermostat electrical box and its connection to the power supply

This Warranty is only valid for following installation combinations:

- One or more cables under limit charge of 15 Amperes and this by thermostat.

Warranty Drexma 6W Interior embedded heating cable

THE FOLLOWING ARE NOT COVERED BY THIS WARRANTY:

- (a) Any incidental or consequential damage, including inconvenience, loss of time or loss of income.
- (b) Any labor or materials required to repair or replace the Product or control, not authorized in writing by **the Company**.
- (c) Any labor or materials required to remove, repair or replace flooring or slab materials.
- (d) Any freight or delivery costs related to the Product, the control, or any related flooring or electrical products, **Drexma** assumes no responsibility under this warranty for any damage to the Product caused by any trades people, visitors on the job site, or damage caused as a result of post-installation work.
- (e) Outdoor installations, submerged, showers and steam showers.

Governing Law

These warranties are governed and interpreted by Province of Quebec laws in Canada exclusively. In case of any disagreement between **Drexma** and Warranty's Owner local laws will prevail.

No agent or representative of **Drexma** has any authority to extend or modify this warranty unless such extension or modification is made in writing by a corporate officer.

Due to differences in building and floors insulation, climate and floor coverings, **Drexma** makes no representation that the floor temperature will achieve any particular temperature, or temperature rise. And as such, users may or may not be satisfied with the floor warmth that is produced.

Terms and Conditions

Drexma does not warrant that all products will produce the rated output listed on the Product Nameplate, following the technical documents and installation manuals when operated at the rated voltage.

Drexma disclaims any warranty not provided herein, including any implied warranty of merchantability or implied warranty of fitness for a particular propose. **Drexma** further disclaims any responsibility for special, indirect, secondary, incidental or consequential damages arising from ownership or use of this product, including inconvenience or loss of use. There are no warranties which extend beyond the face of this document.

Shipping Discrepancies:

Incoming materials should be inventoried for completeness and for possible shipping damage. Any visible damages or shortages must be noted prior to accepting the material. Once the receiving personnel accept the material, they have relieved the freight company of any responsibility.

Any discrepancy concerning type or quantity of material shipped must be brought to the attention of **Drexma** within 15 days of the shipping date entered on the packing slip for the order. Warranty test card to **Drexma** with all recorded results immediately after installing the system and respect all local and national codes. Failure to do so will void the manufacturer's warranty.

A copy of the warranty card should be kept for future reference.

In order to validate the warranty, it is important for the installer to mail in the Warranty and Test Log Sheet.

Effective May 1, 2017, this Warranty applies to all Products purchased after this date.

Warranty Drexma 6W Interior embedded heating cable

Contact Information of Drexma customer (must be completed)

Buyer's name:	
Buyer's email:	
Place of purchase (store, contractor, other):	
Date of purchase:	
Electrician:	
Electrician information:	
Cable code:	
Name and color of membrane:	
Thermostat code:	
Installation done by:	
Name and mortar code:	
Product verification done at the reception and before installation: <input type="checkbox"/> YES <input type="checkbox"/> NO	



119A Sir Wilfrid Laurier
Saint-Basile-le-Grand, Quebec
Canada, J3N 1A1

1 866 994 4664 • drexma.com • info@drexma.com