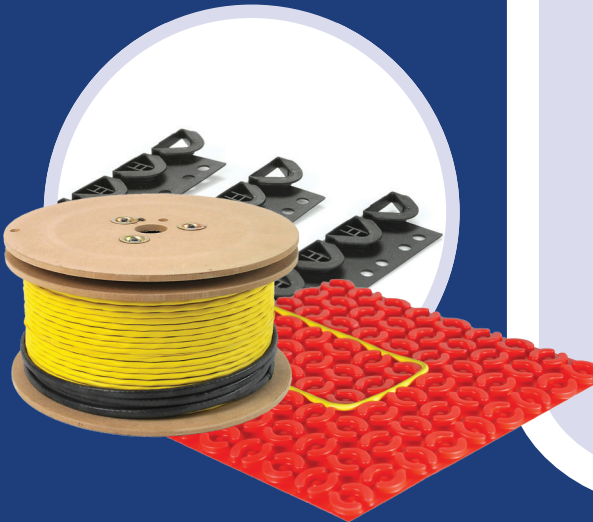


# Warranty

## 3.7W Heating Floor Cable

25 years Limited Warranty on  
3.7W Heating Floor Cable and  
5 years on Heating Floor Thermostats

25 years Full Limited Warranty on  
3.7W Heating Floor Cable  
5 years on Heating Floor Thermostats  
and 10 years on Installation



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# Warranty for 3.7W Drexma Heating Floor Cable

With **Drexma Industries Inc.**, hereinafter **Drexma**, you can choose between two (2) different warranties.

Read carefully and choose appropriate Warranty that corresponds to your needs.

## 1) 25 years Limited Warranty

25 years on 3.7CWC and 3.7GCWC cables and 5 years on thermostats.

## 2) 25 years Full Limited Warranty

25 years on 3.7CWC cables, 5 years on thermostats and 10 years on installation with the **Drexma-TW**.

## 1) 25 years Limited Warranty

**25 years on 3.7CWC and 3.7GCWC Heating Floor Cables,  
5 years on thermostats**

**Drexma**, the Company, offers a **25 years Limited Warranty** for its heating floor cables (3.7CWC, 3.7GCWC), "the Product". Under this **25 years 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, **Drexma** will refund all or part of the manufacturer's published list price of the Product at the time of purchase. This Warranty is not transferable. Thermostats for heating floor (WiCommand, Mysa, Warmup and OJ Electronics) sold by **Drexma** have a **5 Years Limited Warranty**. Under this Warranty the sole possible recourse and sole responsibility of **Drexma** is replacing the defective part of the heating system.

Under this **25 Years Limited Warranty** for 3.7 Heating Floor Cable, **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, **Drexma** will refund all or part of the manufacturer's published list price of the Product at the time of purchase. Under this Warranty the sole possible recourse and sole responsibility of **Drexma** is replacing the defective part of the heating system.

**Drexma-TW (Drexma Industries)**, Warmup (DCM-PRO), Progress Profiles (Prodeso-Heat) Schluter (Ditra-Heat), Flextherm (Flexnap XL) et Prova (Prova-Heat) are the only authorised uncoupling membranes to be used with **Drexma Industries** cables (3.7CWC) for heating floor. **Drexma Industries** plastic cable guides are the only authorised guides to be used with **Drexma Industries** cables (3.7GCWC).

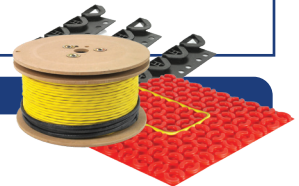
Every document (invoice, Warranty and cable Register forms) must be sent to **Drexma** within the next 90 days following the purchase date.

## In order to benefit this 25 Years Limited Warranty, customer must:

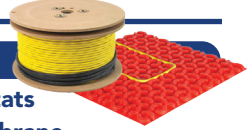
- Connect the thermostat to the Power Supply and connect the cable following the local standards where thermostat and/or heating system will be installed;
- Connect cable and thermostat in accordance with the National Electrical Code (NEC) or all applicable local building and electrical codes;
- Electrical connection must be done by an electrician;
- Filling out the Warranty form is mandatory and the Test Log Sheet for the **25 Years Limited Warranty** must be sent to Drexma for registering;
- 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 ½" min.) and extra-deep (2 ½" 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.

## This Warranty is only valid for following installation combinations:

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



# Warranty for 3.7W Drexma Heating Floor Cable



## 2) 25 Years Full Limited Warranty

**25 years on 3.7CWC heating floor cables, 5 years on thermostats and 10 years on installation with Drexma-TW uncoupling membrane.**

**Drexma Industries Inc.** (hereafter **Drexma**), offers a **25 Years Full Limited Warranty** for its heating floor cables (3.7CWC), 5 years on thermostats for heating floor sold by Drexma (WiCommand, Mysa, Warmup and OJ Electronics) and 10 years on installation, to be free from defects in materials and workmanship to the first owner and/or original purchaser of the product hereafter the Customer. **This 25 years Full limited Warranty** is limited to **Drexma's** products and products sold by **Drexma** or an authorized dealer and covers parts, materials and labor under following hereafter conditions. This Warranty is not transferable.

**In order to be eligible to this Warranty you must supply your Megger Test Results on the Test Log Sheet.**

Supply invoice which must indicate 3.7CWC cable, **Drexma-TW**, adhesive-mortar and thermostat purchase. Also supply Warranty form and Test Log Sheet filled out properly and include electrical contractor invoice. This last invoice must show thermostat to heating floor cable(s) connection labor and thermostat to power supply connection labor. Every document must be sent to **Drexma** within the next 90 days following date of purchase.

### **In order to benefit this 25 Years Limited Full Warranty, customer must:**

- Install: **Drexma** cable 3.7CWC, **Drexma-TW** membrane and one of the thermostats named in section above. Follow installation guide approved by **Drexma** and use approved adhesive-mortar;
- Connect the thermostat to the Power Supply and connect the cable following the local standards where thermostat and/or heating system will be installed;
- Connect cable and thermostat in accordance with the National Electrical Code (NEC) or all applicable local building and electrical codes;
- Electrical connection must be done by an electrician;
- Filling out the Warranty form is mandatory and the Test Log Sheet for the **25 Years Limited Full Warranty** must be sent to **Drexma** for registering;
- On the same invoice: cable, **Drexma-TW** membrane, appropriate and approved/certified adhesive mortar warranted for 10 years by adhesive-mortar manufacturer and/or uncoupling membrane manufacturer and approved thermostat under this Warranty must all be indicated;
- 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
- 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 ½" min.) and extra-deep (2 ½" 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.

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# Warranty for 3.7W Drexma Heating Floor Cable

## (... continued)

- To install the **Drexma-TW**, fitter must use an appropriate, approved/certified mortar, warranted for 10 years by mortar manufacturer for this kind of installation. Fitter is responsible for asking adhesive mortar manufacturer to obtain relative information for each kind of installation. Fitter must have read and understood mortar manufacturer's instruction guide for this kind of installation.

### **This Warranty is only valid for following installation combinations:**

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

## **INFORMATION AND COMMON OBLIGATIONS TO BOTH WARRANTIES**

### **In order to make a claim, you must:**

- Provide **Drexma** with sufficient details relating to the nature of the defect, pictures showing installation issue, installation itself, history of operation and any repairs that may have been made;
- At **Drexma's** discretion and at the owner's expense, ship the Product to **Drexma** or **Drexma'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 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;
- Provide a retail sales receipt or proof of purchase;
- Provide system connection invoice done by electrician;
- Have completed **Drexma's** Test Log Sheet and had it registered with **Drexma**.

## **THE FOLLOWING ARE NOT COVERED BY BOTH WARRANTIES**

- Any incidental or consequential damage, including inconvenience, loss of time or loss of income;
- Any labor or materials required to repair or replace the Product or control, not authorized in writing by **Drexma**;
- Any labor or materials required to remove, repair or replace flooring materials, not authorized in writing by **Drexma**;
- Any freight or delivery costs related to the Product, the control, or any related flooring or electrical products;
- Outdoor installations, submerged, showers and steam showers;
- Following products must not be installed: glass tiles, tiles with resin backing, organic stones or porous ceramic and carpet.

# Warranty for 3.7W Drexma Heating Floor Cable

**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.**

**Drexma** disclaims any warranty not provided herein, including any implied warranty of merchantability or implied warranty of fitness for a particular purpose. **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 that extend beyond the face of this document. 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 **Drexma** 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.

**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.

## 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.

## Terms and Conditions

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 accepting 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.

**Effective for eligible customers January 1st, 2018.**

## 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



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