

EcoVent USA Limited Lifetime Warranty

EcoVent USA warrants its EcoVent chimney systems to be free from functional failure due to defects in material or workmanship for as long as the original consumer owns the chimney system. This warranty provides for replacement of any components which fail as a result of normal use on a residential fireplace, wood burning stove, furnace or boiler. These chimneys are designed to vent residential heating oil, untreated wood, low Sulphur coal, and natural or LP gas. They are designed to operate at a continuous temperature of 538°C (1000°F) or less. They are not designed to vent condensing oil or gas appliances. This warranty is void if the chimney is used in an application for which it is not designed. (Note: This warranty is void if the chimney is not installed according to the installation instruction included. In case of a chimney fire, the chimney must be inspected and approved by a certified chimney Sweep before use. Chimney fires are dangerous and preventable. We strongly encourage you to have your chimney cleaned regularly according to the installation instruction.) EcoVent USA warrants all stainless steel chimney components against perforation as a result of corrosion. This warranty does not cover damage caused to the building by chimney fires or misuse of the product.

No claims under this warranty will be honored unless EcoVent USA is notified of the potential claim and EcoVent USA will only be responsible for repair or replacement of any components found to be defective under this warranty. In no event shall EcoVent USA be responsible for any incidental or consequential damage caused by defects in the EcoVent chimney system. During the first ten years of the warranty EcoVent USA will provide replacement chimney components at no charge. During the balance of the warranty EcoVent USA will provide replacement chimney components at 50% of the current retailing price at the time of the warranty claim.

EcoVent USA will not be responsible for labor of any kind required in the removal or replacement of an EcoVent system replaced under this warranty, nor for the transportation or return of a product, or transportation of replacement product. The EcoVent systems must be installed according to the Installation Instructions included with every system at the time of purchase. Installation must be performed by a trained professional installer defined one of the following: CSIA Certified Chimney Sweeps, NFI Certified Specialists, or WETT Certified Professionals. After each inspection, maintenance, and cleaning, the certified chimney sweep must fill out and date the appropriate section of the warranty card provided with the chimney system. If you do not have a set of installation instructions, the installation instruction is available online at www.ecoventusa.com.

Warranty Exclusions

- a) Any non-stainless base tee unit mounted or connected to an Insulated Chimney system;
- b) Damage to the finish of products caused by the use of improper solvents/chemicals or improper (or lack of) cleaning methods;
- c) Damage resulting from normal wear and tear, smoke damage or damage caused by chimney fires or failure to reasonably clean, care for or maintain products in accordance with our installation instructions/recommendations;
- d) Damage (to products, appliances or structure) based on or resulting from improper installation or repair, misuse or abuse (including, but not limited to, excessive or improper operating condition), or alteration or adjustment other than in conformity with our installation instructions and specifications, whether performed by a contractor, service company, technician, or yourself;
- e) Any products that have been moved from their original installation site;
- f) Damage caused by burning driftwood, garbage, or any other prohibitive material that has been burned in the appliance served by the chimney;
- g) Damage those results from accidents such as fire, flood, high winds, "acts of God", or any other contingency beyond our control.

** Due to the wide variance in installation practices and other conditions beyond our control, except as stated above, we do not guaranty or in any way warrant the installation of Chimney and Venting products.

CLAIM PROCEDURE: If you believe that a product is defective, notify us in writing at:

EcoVent USA
600 Broadway St
Joplin, MO 64801
(214)929-1152
Info@ecoventusa.com

EcoVent USA must be notified and given the opportunity to inspect defective product prior to replacement under the term for this limited lifetime warranty. Notification should include a proof of purchase, a description of the product, and model and a description of the product defect. Upon receipt of a written claim under this limited warranty and evidence of the date of purchase or installation, at our option and in our sole discretion, we will provide replacement product with similar or like quality of available product excluding any labor, delivery, and installation costs. We reserve the right to inspect or investigate any warranty claims prior to determining whether to provide replacement product. If, as determined by us, that repair or replacement of the product is not commercially practicable or cannot be completed in a timely manner, we may refund the prorated purchase price paid for the product upon verification by providing a copy of your invoice or receipt of bill of sale. LIMITATIONS ON INTERNET SALES: Notwithstanding any other terms or conditions of this Limited Lifetime Warranty, EcoVent USA provides no warranty for the products if such products are not installed by a qualified professional installer: a trained professional installer is defined as one of the following: licensed contractors with prior chimney installation experience, CSIA Certified Chimney Sweeps, NFI Certified Specialists, or WETT Certified Professionals.

LEGALLY, ECOVENT USA DISCLAIMS ALL OTHER WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL ECOVENT USA BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES OR DIRECT OR INDIRECT LOSS OF ANY KIND, INCLUDING BUT NOT LIMITED TO PROPERTY DAMAGE AND PERSONAL INJURY. ECOVENT USA'S ENTIRE LIABILITY IS LIMITED TO THE PURCHASE PRICE OF THIS PRODUCT. SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

EcoVent USA Inspection, Maintenance, and Cleaning Card

Date	Inspection/Maintenance/Cleaning	Product Section Performed	Events Description	Professional's Name	Certified By	ID or Proof of Certification	Signature of the Professional

Please copy or down load this card from our website when needed for extra.