



Ideal Heating

www.elektra-heating.com

Limited Warranty, Your Satisfaction, Returns Policies and Privacy Statement.

Above anything - we want you to be satisfied and confident that you are getting at least what you paid for: a comfortable, modern and 100% defects free system for many years to come.

Because radiant electric floor heating mats with appropriate thermostats are not stand-alone, "plug-it-in" products and correct planning with proper installation is needed before use, Ideal Heating is requiring help of licensed electrician to at least make the final connection and measurements and registering of this warranty with the US/Can/Mexico distributing Company: IDEAL HEATING LLC. Please have the sticker from the actual mat attached here and mail this form to IDEAL HEATING LLC, PO Box 345, Kenilworth, NJ 07033, USA.

Please make copies for your records before mailing.

Attach an actual sticker from the mat here:

ATTACH STICKER HERE

To register this warranty, the original purchaser or installer, within 30 days of the installation date but no later than 6 months from the purchase date has to mail or e-mail two or more of the installation pictures, name and phone number of the qualified installer or licensed electrician making the connection along with following information:

1. **When purchased (date)** _____

2. **Where purchased** _____

3. **When installed (date)** _____

4. **Who installed/connected (name)** _____

5. **Electrician phone #** _____

6. **Who purchased (name)** _____

7. **Address of the installation** _____

8. **When warranty registered (date)** _____

9. **Continuity test:** _____

before installation _____

after installation _____

10. **Resistance test** _____

before installation _____

after installation _____

In the very unlikely event of a quality failure IDEAL HEATING LLC is promising to replace any offending component or all purchased components within a year from the time of the purchase of the thermostats and 10 years of the heating mats as long as the warranty was registered. Mats can be returned as fragments of the original product.

Thermostat has to be returned complete. No original packaging is required. Without registering the mats and thermostat can be replaced or returned when in new condition only for 45 days from the date of purchase and original packaging is required. Please see our Return Policy. This warranty is limited to the replacement of the shipped material and components only.

This warranty does not cover the labor or additional materials required for the replacement of any floor covering. When returning the product, you must ship the product back at your cost and the replacement will be shipped to you at the dealer cost. Before shipping back offending parts RMA # must be obtained first. This warranty must be on Ideal Heating LLC file when returning the product.

New warranty will be issued with replacement product.

Installation pictures cannot be returned. **Please make copies for your records.**

IDEAL HEATING DISCLAIM ANY WARRANTY NOT PROVIDED HEREIN, INCLUDING ANY IMPLIED WARRANTY OF THE MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. ELEKTRA FURTHER DISCLAIMS ANY RESPONSIBILITY FOR SPECIAL, INCIDENTAL, INDIRECT, SECONDARY, OR CONSEQUENTIAL DAMAGES ARISING FROM OWNERSHIP OR USE OF THIS PRODUCT, INCLUDING INCONVENIENCE OR LOSS OF USE. NO AGENT OR REPRESENTATIVE OF IDEAL HEATING OR IDEAL HEATING DISTRIBUTOR HAS ANY AUTHORITY TO EXTEND OR MODIFY THIS WARRANTY UNLESS SUCH EXTENSION OR MODIFICATION IS MADE IN WRITING BY ELECTRA AUTHORIZED OFFICER.

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE FACE OF THIS DOCUMENT. BECAUSE OF DIFFERENCES IN BUILDING AND FLOOR INSULATION, CLIMATE, AND FLOOR COVERINGS, IDEAL HEATING LLC MAKE NO REPRESENTATION THAT THE FLOOR TEMPERATURE WILL ACHIEVE ANY PARTICULAR TEMPERATURE, OR TEMPERATURE RISE. IDEAL HEATING PROMISES THAT ALL MATS AND COMPONENTS WILL PRODUCE THE RATED WATT OUTPUT LISTED ON THE MAT NAMEPLATE, WHEN OPERATED AT THE RATED VOLTAGE.

Some States do not allow the exclusion or limitation of incidental or consequential damages and some States do not allow limitations on how long implied warranties may last. Therefore, the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Return Policy:

IDEAL HEATING items may be returned, if they are not damaged or used. There will be a 20% restock charge applied to items returned due to overstock or customer order error. All returned items must not be damaged and be in new condition with the original packaging. Elektra heating mats, controls or other parts that have a quality defect will be replaced (not credited) at no charge to the customer. If an item is shipped in error, there will be no restocking charge. All items returned, for either replacement, credit or repair, must have a Returned Merchandise Authorization (RMA) number, or they will not be accepted. Please write for RMA number before attempting to return anything. Orders older than 45 days are excluded from these terms and conditions and may not be returned.

Products that have been damaged or heating mat(s) that have been cut, may not be returned. This includes mat that has had mortar or concrete materials applied to them. These materials cannot be repaired and cannot be resold; therefore, we cannot accept them.

Summary.

- Warranted - 10 years for the heating mats and 1 year for the thermostat when registered as asked. No original packaging required.
- To register this warranty mail it filled out - 30 days from the installation or 6 months from purchase date.
- To return for refund- 45 days from purchase date. Original packaging and RMA# required.

Privacy Statement.

IDEAL HEATING LLC and its subsidiaries are committed to respecting your privacy. We will not give, sell, rent or lease your personally-identifiable information to anyone. Unless we have your permission, or are required by law, we will only share the personal data you provide online with other IDEAL HEATING companies and/or our business partners where appropriate.

If we decide to change our privacy policy, we will post those changes on our website so you are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We will only use information in accordance with the privacy policy under which the information was collected.