



# DUCOTERRA

*Affordable, Comfortable, Efficient  
Infrared Heating Panels*

## **DUCOTERRA LLC LIFETIME LIMITED WARRANTY**

DUCOTERRA's *SolaRay* radiant ceiling panels are warranted to the original owner against all defects in materials and workmanship for the lifetime of the product, subject to the following terms and conditions:

This warranty applies only for normal use of the product, and shall not be effective for products or parts which do not function properly due to misuse, alteration, accident, negligence, misapplication, modification, improper installation (including improper operating voltage) or maintenance. This warranty extends only to the original owner.

To obtain warranty service, contact DUCOTERRA or the Authorized Ducoterra Dealer where purchased, for a Return Materials Authorization (RMA) form. Products returned without an RMA form will not be accepted. Ducoterra will, at its sole discretion, either repair or replace the product at no expense to the owner, provided it is returned to DUCOTERRA, freight prepaid at the address below using either its original box or suitable packaging. Products received with visible damage due to misuse or improper packaging are not eligible for warranty service and will be returned to the owner at the owner's option and expense.

If DUCOTERRA determines that the warranty claim is valid, DUCOTERRA will pay for the return shipping. If the failure is due to neglect, misuse or any other non-covered event, the owner will be notified and may elect to have the product disposed of, or repaired/replaced at his/her expense.

THE WARRANTY PROVIDED HEREIN SHALL BE THE SOLE AND EXCLUSIVE WARRANTY. THERE SHALL BE NO OTHER WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR ANY OTHER OBLIGATION ON THE PART OF DUCOTERRA WITH RESPECT TO PRODUCTS COVERED BY THIS WARRANTY. DUCOTERRA SHALL HAVE NO LIABILITY FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES ARISING WITH RESPECT TO THE PRODUCT, WHETHER BASED UPON NEGLIGENCE, TORT, STRICT LIABILITY, OR CONTRACT. IN NO EVENT SHALL THIS WARRANTY REQUIRE MORE THAN THE REPAIR OR REPLACEMENT OF ANY PART OR PARTS WHICH ARE FOUND TO BE DEFECTIVE WITHIN THE EFFECTIVE PERIOD OF THE WARRANTY. NO REFUNDS WILL BE GIVEN. IF REPLACEMENT PARTS FOR DEFECTIVE MATERIALS ARE NOT AVAILABLE, DUCOTERRA RESERVES THE RIGHT TO MAKE PRODUCT SUBSTITUTIONS IN LIEU OF REPAIR OR REPLACEMENT.

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