

Manufacturer's Warranty for the Power-Pipe™ Drain-Water Heat Recovery Units

General:

The manufacturer will repair or supply an equivalent replacement Power-Pipe in the event that the unit is found to be defective within the warranted period of 10 years from the date of manufacture in accordance with the terms of this warranty. The manufacturer's replacement or repaired unit will be warranted for the unexpired portion of the original warranty.

The warranty will not apply or will be voided if:

- The installation is not made in accordance with the printed instructions (and/or video) provided, or does not comply with provincial and/or local building codes.
- The Power-Pipe experiences failure due to excessive pressure (exceeding 160 psi). This excessive pressure can result from the addition of a pressure reducing valve, a water meter or a simple check valve in the municipal water supply system of a single family dwelling.
- An approved 'temperature-pressure relief valve' is not installed with the primary water heater.
- The Power-Pipe is not connected in the drain line (e.g. exhaust of wood stove, gas furnace, etc.).
- The Power-Pipe is damaged due to abuse, fire, flood and the like.
- The fresh water coils fail due to not being supplied with potable water free of contaminants that may inhibit flow.
- If the label containing the model and serial numbers had been defaced, discarded or damaged beyond legibility for warranty application purposes.

Heat recovery problem and claim procedures:

Before removing your Power-Pipe and returning it to the manufacturer, contact the manufacturer in order to confirm that the unit is still under warranty and to provide you with return instructions and a return code. Only the manufacturer is entitled to validate in-warranty coverage for repair or supply of a replacement Power-Pipe.

The manufacturer will direct you to the right person who will help you solve the problem. Please do not dispose of the defective unit as it is needed for credit purposes if the heat recovery system is still under warranty. The manufacturer would inspect a defective unit for product improvement purposes.

Service labour and shipping cost responsibility:

This warranty does not cover any delivery or transportation expenses or any labour expense for service, removal, or reinstallation of a replacement Power-Pipe. All such expenses are your responsibility. If it is deemed that the Power-Pipe is covered under this warranty, the manufacturer will ship a unit to your location at no extra charge. You must pay the cost of to return the defective unit to the manufacturer prior to having a new unit shipped to you.

Other general conditions of the warranty:

No one is authorized to make any other warranty on the manufacturer's behalf. Any other warranty offered by a third party other than the manufacturer will not be honoured by the manufacturer. The maximum number of replacement Power-Pipes is limited to one (1) per original purchased. Proof of purchase must be supplied in the case of a dispute. If due to some unusual circumstances, a replacement Power-Pipe is proved to be defective, another unit will be supplied in order to fulfill the obligation of the length of the warranty specified above. A Power-Pipe is not considered defective, and will not be replaced for reasons of odour, discolouration or rusty water. The manufacturer will not assume liability of any form if the unit is not installed or utilized in accordance with the product instruction guide.

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We recommend that you confirm our current contact information by calling or visiting our website.