

# WARRANTY AND RETURNED GOODS POLICY

Warranty Form #2523  
Rev E, 12/01/09



60 Aberdeen Drive, P.O. Box 5000  
Glasgow, KY 42141-8238  
(270) 651-7116 Fax (270) 651-9276

## WARRANTY FOR HEATING PRODUCTS MANUFACTURED BY SUNTEC INDUSTRIES INCORPORATED

Suntec Heating Products are warranted to be free from defects in material and workmanship for the warranty period hereinafter defined when properly installed, maintained and operated under normal use. SUNTEC DISCLAIMS ANY LIABILITY FOR THE FAILURE OF PERFORMANCE OR MALFUNCTION OF THESE PRODUCTS RESULTING DIRECTLY OR INDIRECTLY FROM THE PRESENCE OF WATER, RUST, TEFLON TAPE OR CONTAMINATES IN THE SYSTEM. PARTIAL OR FULL DISASSEMBLY OR ATTEMPTED REPAIR PRIOR TO RETURN SHIPMENT TO SUNTEC VOIDS THE WARRANTY. Components not manufactured by Suntec are warranted only to the extent of and by the original warranty.

The warranty is limited to repair or replacement at Suntec's option, either at its factory or at a Suntec approved Service

Suntec shall not be liable for damages for any breach of warranty in any amount exceeding the purchase price of the product found to be defective. In no event shall Suntec be liable for incidental or consequential damages. No agent, dealer, or other person is authorized to give any warranty on behalf of Suntec with respect to any Suntec product. THE FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OR MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

### The warranty period is determined from the date code on the unit:

- A. 3 years for residential fuel units rated 7 gph or less and for PRV-38 oil safety valves.
- B. 2 years for fuel units rated over 7 gph and for RV regulator valves.
- C. 1 year for waste oil fuel units and for C/R solenoid valves and coils.
- D. Model "V" units, such as A2VA-7116V, are covered for ASTM D396/D6751 biodiesel fuel blends up to B20.
- E. Model "T" units, such as A2VA-7116T, are experimental units for B20+ biodiesel fuels. The warranty covers factory mechanical parts and assembly procedures, but no fuel related issues or seal related issues. Bearing issues are not covered for non-ASTM D396/D6751 fuels.

ALL UNITS ARE CODED WITH THE DATE OF MANUFACTURE. THE MONTH IS INDICATED BY THE FIRST NUMBER, FOLLOWED BY THE DAY AND YEAR.

**A Returned Goods Authorization Number is required in order to return a product to Suntec.** After returned product is received and evaluated at Suntec:

1. The customer will be notified of units which are out of warranty due to date code, customer misuse, evidence of disassembly or damage in return shipment. The units will be returned to the customer at his expense if so requested. If no response is received within 30 days of notification, the units will be scrapped at Suntec.
2. Units which qualify for warranty and which are determined to be defective will be repaired or replaced at Suntec's option, either at its factory or at a Suntec approved Service Station. Return freight of these units will be paid by Suntec.
3. Units within the warranty period which are **not** determined to be defective will be returned to the customer. Credit will not be issued. The customer will be notified and given 30 days to respond. If no response is received, the units will be scrapped at Suntec. The customer is responsible for return freight of these units.
4. In the event in-warranty products forwarded to a Service Station are tested and found not defective, the Service Station is authorized to apply a nominal testing charge. A Return Goods Authorization is required in order to return a product to Suntec.
5. Service Stations will replace defective products at their option with new or rebuilt units.
6. When an unusual situation arises and unused product must be returned to Suntec, written approval must first be received from Suntec. Upon inspection of the returned product, Suntec will determine if the product is suitable for resale. If it is, the customer will be assessed a 35% restocking charge and the balance credited to the customer's account less any consequential charges incurred.

## RETURNED GOODS

1. A returned goods authorization number (RGA No.) is required to return a product to Suntec. Call our customer service department at (270) 659-3808 or 659-3800 to get this number.
2. The RGA #, including suffix letters, should be written on the packing slip and on the outside of the box or shipping container to avoid unnecessary delays or errors in processing.
3. The customer returning goods is responsible for any damage caused by improper packaging. The units must be packaged to keep units separated and secure against movement.
4. For a unit to be in - warranty, the date code must be within the product warranty period stated above and units must show no evidence of disassembly, water, rust, organic growth, contaminates or use of Teflon tape. Suntec will not replace units out of warranty due to date code or misuse.
5. Suntec DOES NOT issue credit for product being returned, whether the product is or is not in-warranty.
6. Units returned out of warranty will not be replaced. These units will be scrapped at Suntec, shipped back at customer expense if so requested or investigated for cause of failure at the current fee of \$35.00 per hour.