

SOLAIRA HEATERS AND CONTROLS WARRANTY AND RETURN POLICY

Thank you for purchasing an SOLAIRA™ infrared heater. We are sorry to hear you are having issues with one of our products. To help you as quickly as possible, please provide details for the following points and submit them to service@solairaheaters.com.

Please include:

1. A description of the issue you are having.
2. Clear, high resolution pictures of the mounted heaters showing distances to walls and the ceiling
3. Pictures of Heater rating label, indicating Model # and date code
4. Proof of Purchase or Bill of Sale.

Do not remove heaters from the installation prior to sending information. Troubleshooting will not be possible without the heater being connected to power.

Warranty Information

What is the period of coverage?

The Warranty Period commences on the date the product is installed, or 15 days following purchase of the product, whichever date is earlier. **To obtain warranty service, you will be required to provide documentation verifying the date the product was purchased.** The warranty period commences upon delivery of the product.

Period of Coverage		
SOLAIRA™	Residential Installation	Commercial Installation
Fixture (Heater body, brackets) *	4 Years	4 Years
Infrared Emitter Lamp	2 Years	1 Year
Controls (Smart and OMNIS series**)	1 Year	1 Year

*Fixture warranty period may be void if heater is installed in a high salinity environment (extreme, seaside conditions) or when installed in areas with high organic dust particulate matter.

**OMNIS series controls are NEMA 1 rated and are not intended for outdoor applications. Outdoor installation will void warranty.

Warranty Limitations and Exclusions

This Warranty covers any defects in materials or workmanship under normal conditions. The heater must be correctly installed according to Inforesight Consumer Products' installation manual and must be installed by a licensed electrician in accordance with NEC, Canadian Electric codes or local electric codes. This warranty does not cover damages resulting from improper or incorrect installation, abuse, misuse, negligence, natural disasters, abnormal conditions, modification/alteration, unauthorized adjustments, incidental or consequential damage. This warranty is non-transferable and is valid for the original owner at the original site of installation when purchased through an authorized distributor or dealer. No guarantee, unless and except by separate written agreement, is made regarding the dimensions of heat coverage appropriateness or effectiveness of any product for its intended purpose or for the customer's particular application. This warranty is limited solely to products purchased through authorized dealers. Under no circumstances will warranty coverage extend to products purchased through eBay, craigslist, or other internet auction or internet-based retail sites.

Who is covered?

This Warranty extends to the original purchaser and subsequent owners, but only while the heater remains at the site of the original installation. This Warranty extends through the first installation of the heater and terminates if the heater is moved or reinstalled at a new location.

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Owner Responsibilities

The owner is responsible for reasonable operating care and maintenance of the product within its lifetime. Maintenance must be performed by qualified technician and requirements may differ based on installation location and usage. Please follow the maintenance guidelines outlined within your product's manual. Under this limited warranty, SOLAIRA™ will only provide replacement parts or heater, either new or a factory tested refurbished. The owner is responsible for all other costs which may include but not limited to:

- Labor charges for maintenance, service or reinstallation of the heater or part.
- Necessary or incidental costs related to handling, administrative and/or permits.

Returns & Exchanges

Returns or exchange requests must be submitted within 30 days of receipt of the product. In order for the product to qualify for return or exchange it must meet the following criteria:

- Product must be not have been installed.
- Product must not have been modified.
- Product must be returned with all brackets and included parts.
- Product to be returned in original packaging. Do not write RMA number directly on box.

All returns are subject to a 25% restocking fee. If modifications were made to the product and it is not possible to re-sell the product, restock fee may be higher to cover costs of repairs. Returns must be inspected before credit or exchange is issues, typically within 60 business days of being received. Shipping for returned or exchanged units is non-refundable. Inforesight Consumer Products inc. does not issue refunds directly to customers, but offers credit on account of the dealer, distributor, retailer on representative. Reimbursement to the end customer is the responsibility of dealer, distributor, retailer on representative.

Return To:

Inforesight Returns C/O Benlin

2769 Broadway, Buffalo, NY 14227, United States. 905 568 7655

Return must be shipped via carrier; this location does NOT accept local drop off or pickup. Failure to follow these instructions may lead to a delay in receiving your credit or no credit issued if INFORESIGHT RETURNS C/O BENLIN and the RMA # is not indicated somewhere on the return.

Conditions

1. Inforesight Consumer Products reserves the right to make the final determination, based on its own evaluation of the heater and all components, as to whether:
 - a. The problem in question is the result of a defect in design, workmanship, or materials, and not a result of error, misuse, or abuse on the part of the customer as set forth under the exclusions detailed below;
 - b. The problem or defect is material and requires action under this warranty; and
 - c. The remedy of repair, replacement, or refund is appropriate.
2. Inforesight Consumer Products determines, in its sole discretion, that the appropriate remedy under the Warranty is a credit on account, the credit amount will be limited to the price paid by the customer for the product alone, and under no circumstances will it include the cost of labor, shipping, handling, packaging, or any other incidental or consequential costs incurred or anticipated by the customer.
3. With respect to replacement or repair rendered, Inforesight Consumer Products reserves the right to use replacement parts that are refurbished. Inforesight Consumer Products warrants that the parts replaced or repaired, whether or not they have been refurbished or are original equipment, will operate properly and be free from defects in materials and workmanship for a period of 90 days from the date of shipment to the customer, or for the remainder of the original warranty period, whichever is longer. A service fee, parts replacement fee, and shipping charges may be imposed if any heater is returned for warranty service that is missing components or that has been modified in any way or when we determine that no warrantable failure occurred or defect exists. Such fees and charges will vary based upon the actual material and labor costs necessary to replace missing or modified parts and to return the heater to its original factory condition.

What Is Not Covered (Exclusions)?

1. Units purchased and used outside the United States and its territories and Canada.
2. Units purchased from any entity other than Inforesight Consumer Products or a Inforesight Consumer Products Authorized Dealer.
3. Any labor or labor-related costs involved with the installation, repair, removal, or replacement of any heater or any component parts.
4. Units or components where the serial number or part number sticker has been removed or defaced.
5. Defects, malfunctions, failure, or physical damage caused by unauthorized service/parts and improper installation, mishandling, modifications or damage while in your possession including failure to provide reasonable and necessary maintenance, which shall include, but not be limited to:
 - a. Failure to follow the required installation procedures specified in the Inforesight Consumer Products-supplied Installation Guide and in all other documentation supplied with the heaters and related equipment;
 - b. Failure to follow all relevant codes and ordinances including, but not limited to, the National Electric Code, Canadian electric code, state or local building codes;
 - c. Failure to follow electrical engineering industry standards regarding the approved method of installing solid-state electrical equipment having the characteristics of the heater, the heater control, and their related components, even if such standards are not specifically referenced in any instructions or literature supplied by Inforesight Consumer Products.
 - d. Failure to use all installation and mounting hardware supplied or approved by Inforesight Consumer Products.
 - e. Any modification or alteration of, or adjustment to the heaters, heater control, and/or mounting and installation hardware and/or any disassembly of the major components of the heaters and heater controls for any purpose whatsoever, including any attempt to diagnose and/or repair any problem, without prior written authorization from Inforesight Consumer Products Technical Support Department.
 - f. Misuse, abuse, accidents, unreasonable use, or Acts of God;

- g. Incorrect electric current, voltage exceeding 6% of voltage stated on the rating plate of the heater, or supply; Failure to use heater controls supplied by Inforesight Consumer Products unless:
 - i. Inforesight Consumer Products' Technical Support Department has provided written permission prior to installation; and
 - ii. The heater controls are built, operated, and maintained according to specifications provided to and approved by Inforesight Consumer Products' Technical Support Department.
- h. Modification of any control without prior approval by Inforesight Consumer Products Technical Support
- i. Failure to perform periodic maintenance as detailed in the Inforesight Consumer Products-supplied Installation Manual. Inforesight Consumer Products recommends examining the heater bracket connections at least once every two years.

ATTENTION: Under no circumstances will Inforesight Consumer Products be responsible for remedial work necessary to correct installation procedures by others that do not conform to those established by the instructions, codes, and standards described under items 5a through 5d above.

- 6. Consequential or incidental damages sustained by any person, entity, or structure as a result of any breach of these warranties, except where such damages may not be excluded by law.
- 5. Claims made for products that have not been paid for in full.
- 7. Damage caused by premises structural defects, structural movement or settlement, exposure to chemicals, acid rain or other corrosive elements excessive humidity, and/or wind.
- 8. Normal changes to the finish caused by ordinary use or damage to non-factory applied finishes.
- 9. Damage or failure caused by subjection of the product to conditions outside its design limitations.
- 10. Defects reported more than 90 days from when they were discovered or should have been discovered.

Inforesight Consumer Products Inc. reserves the right to make the final determination, based on its own evaluation of the heater and all its components, as to whether the problem in question is the result of a defect in design, workmanship, or materials. Warranty subject to change without notice.