



Warranty

LANAIR PRODUCTS LLC 1/10/LIFETIME LIMITED WARRANTY

ALL WARRANTY TERMS DEPENDANT ON REGISTRATION WITHIN 30 DAYS OF RECEIVING UNIT

We stand by the quality of every component in your heating solution. Our **1-year warranty** on all parts ensures that you have peace of mind, knowing that any eligible part replacements are covered within the first year of your purchase.

10 Year Limited Warranty on the Combustion Chamber

The heart of your heating system deserves special attention. With our **10-year limited warranty** on the combustion chamber, you receive extended coverage for these critical components. This commitment reflects our confidence in their durability and performance, providing you with reliable warmth for an extended period of time.

Lifetime Free Technical Support Over the Phone

We believe in supporting our customers beyond the warranty period. Enjoy the benefit of **lifetime free technical support** over the phone. Our dedicated team of experts is ready to assist you with any inquiries, troubleshooting, or guidance you may need, ensuring that your heating system continues to operate efficiently for a lifetime.

At Lanair Products LLC we prioritize your satisfaction and aim to exceed your expectations with our comprehensive 1/10/LIFETIME warranty. Trust in the reliability of our products, backed by a commitment to quality, durability, and ongoing support.

Lanair Products LLC warrants the combustion chamber for a period of three (3) years from the date of purchase, subject to the following conditions:

3-Year Coverage Conditions

- Approval via the submission of installation pictures through the provided submittal sheet is required for 3-year coverage.
- If no pictures are submitted, the end-user waives their right to 3-year coverage and is instead covered for 1 full year from the DATE OF PURCHASE.
- The manufacturer reserves the right to request an installation picture submittal to approve or deny warranty claims if one is not submitted within 90 days of unit delivery.
- After the initial three (3) years, the warranty coverage will be prorated according to the following schedule:

Pro Rated Schedule

- If a defect occurs during the first three years and meets the specified conditions, the manufacturer will repair or replace the combustion chamber free of charge. *Payment of freight and installation is the responsibility of the end-user.*
- If a defect occurs in years four through ten (4-10), the manufacturer will repair or replace your combustion chamber. Your guaranteed replacement coverage will be prorated to 50% of the retail price, **excluding any sales pricing**.

IMPORTANT: Combustion chamber must be maintained in accordance with the installation and operating instructions. This extended warranty does not cover normal wear items such as gasket material, chamber inserts, nuts, bolts, labor costs, etc. Warranty is limited to the original purchaser.

Lanair Products LLC's determination regarding repair or replacement is final. The cost of freight is the owner's responsibility.

Conditions That Will Void Warranty:

Use of liquids such as: solvents, brake fluid, gasoline, K-1, kerosene, paint thinners, gear lube, transformer oil, cutting oils, antifreeze, water, or any other liquid not approved for use, inadequate chimney, tampering with internal components, failure to inspect and clean combustion chamber at the end of each heating season, continuous over-firing of the unit, or alteration or misuse of any part.

NOTE: A restocking fee of 20% applies to all returned parts.

Items Not Covered Under Warranty:

- Any portion of the combustion chamber if:
- **The unit is not installed per the owner's manual.** *Please refer to manual for vital information on venting and draft.*
- The yearly inspection requirements are not current.
- If the heater is used for a purpose for which it is not intended.
- The heater has not been installed or serviced in accordance with the installation/operating manual.
- If any alterations or unauthorized repairs are made to the unit.
- Damage incurred from abuse, neglect, shipping, natural acts, misuse, or accident.
- Labor costs for service calls for any reason, including:
- Cleaning or performing required maintenance.
- Installation corrections.
- Any parts installation.
- Parts that are replaced because of normal wear and tear.

Contact Lanair Technical Phone Support at 1-888-370-6531 M-F 8:00 am- 4:15 pm