



LIMITED WARRANTY

The warranty of the manufacturer extends only to the original consumer purchaser and is not transferable. This warranty covers brand new products only, which have not been altered, modified nor repaired since shipment from factory. Proof of purchase (dated bill of sale), model name and serial number must be supplied when making any warranty claim to your Caddy dealer.

This warranty applies to normal residential use only. Damages caused by misuse, abuse, improper installation, lack of maintenance, over firing, negligence or accident during transportation, power failures, downdrafts, or venting problems are not covered by this warranty.

The installation of a heat pump or air conditioning system in the air return can cause condensation, leading to premature aging (corrosion, etc.) of the furnace, which is not covered by the warranty.

This warranty does not cover any scratch, corrosion, distortion, or discoloration. Any defect or damage caused by the use of unauthorized parts or others than original parts void this warranty. **An authorized qualified technician must perform the installation in accordance with the instructions supplied with this product and all local and national building codes. Any service call related to an improper installation is not covered by this warranty.**

The manufacturer may require that defective products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect. Transportation fees to ship the product back to the purchaser will be paid by the manufacturer. All parts costs covered by this warranty are limited according to the table below.

The manufacturer at its discretion may decide to repair or replace any part or unit after inspection and investigation of the defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any warranted but defective parts. The manufacturer shall in no event be responsible for any special, indirect, consequential damages of any nature, which are more than the original purchase price of the product. This warranty applies to products purchased after July 1st, 2024.

DESCRIPTION	WARRANTY APPLICATION	
	PARTS	LABOUR
Combustion chamber (welds only*), heat exchanger (welds only*), and cast-iron door framing.	10 years **	3 years ***
Surrounds and heat shields, auger and auger tube, ash drawer, trims (aluminum extrusions) and plating (defective manufacture*).	5 years	1 year ***
Rotary valve, glass retainers and handle assembly, burn pot and baffle.	3 years	N/A
Blowers, auger motor, PC board, igniter, heat sensors, switches, wiring, rheostat, and other controls.	2 years	1 year***
Paint (peeling*), ceramic glass (thermal breakage only*), gaskets, insulation, panels, ceramic fibre blankets and other options.	1 year	N/A
All parts replaced under the warranty	90 days	N/A

***Pictures required ** Parts under the 10 years limited warranty are entitled to one replacement during that period. *** Applicable only if installed by an authorized professional and/or accredited by the local building code.**

Shall your unit or a component be defective, immediately contact your Caddy dealer. Prior to your call make sure you have the following information necessary to your warranty claim treatment:

- ✓ Your name, address and telephone number
- ✓ Bill of sale and dealer's name
- ✓ Installation configuration
- ✓ Nature of the defect and any relevant information
- ✓ Serial number and model name as indicated on the nameplate fixed to the back of your unit.

Before shipping your unit or defective component to our plant, you must obtain, from your Caddy dealer, an Authorization Number. Any merchandise shipped to our plant without authorization will be refused automatically and returned to sender.