

CYCLONE RANGE HOODS INC. LIMITED WARRANTY - RANGE HOOD PRODUCTS (2022)

Cyclone Range Hoods Inc. (hereunder called "The Company") provides a warranty that its products are free from defects in workmanship and materials for a period of two (2) years from the date of purchase. This warranty includes in-home service (**where applicable**) for the first year and workshop service for the second year. During that time period, The Company will, at the Company's discretion, repair or replace, without charge, any parts or complete unit found to be defective. Further, the warranty for the motor extends for an additional eight (8) years, not including labour costs. The company reserves the right to use functionally equivalent reconditioned parts or products as warranty replacement or as part of warranty service. This warranty is not transferrable from the original purchaser.

UPON RECEIPT, THE PRODUCT SHOULD BE THOROUGHLY INSPECTED PRIOR TO INSTALLATION. CLAIMS FOR COSMETIC ISSUES WILL NOT BE ACCEPTED ONCE THE PRODUCT HAS BEEN INSTALLED.

THE COMPANY WILL NOT BE HELD RESPONSIBLE FOR ANY CLAIMS OVER THE ORIGINAL PURCHASE PRICE OF THE PRODUCT(S) NOR BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH PRODUCT(S) USE OR PERFORMANCE.

Some provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

*In-home service will be made available only in areas where a contracted service provider offers services. If a customer is outside the service area, additional charges may apply for shipping costs, warranty repair or replacement. **The removal and reinstallation of the product is the sole responsibility of the customer.***

This warranty does not cover any costs related to the product, including but not limited to:

- a) Normal maintenance of the product(s); (i.e., cleaning of all interior and exterior grease laden surfaces, including all removable parts and accessories)
- b) Any and all lighting options which includes but is not limited to; light bulbs, light sockets, light panels, light grilles, and light lenses. All grease collector cups, filters, ducts, roof caps, wall caps and other accessories used for ducting;
- c) Natural wear on the finish of the product(s) and wear caused by improper maintenance or use of corrosive and/or abrasive cleaning materials;
- d) Product(s) or parts which have been subject to freight damage, misuse, negligence, accident, damage due to improper installation or any other circumstances beyond the control of The Company.
- e) Claims for cosmetic defects once the product has been installed;

The warranty will automatically be rendered null and void if any of the following apply:

- a) Commercial use of the product or use otherwise contrary to its intended purpose;
- b) The function of any part or the complete assembly has been modified or repaired by unauthorized person(s);
- c) Improper installation or installation contrary to recommended installation instructions;
- d) The product is installed at **less than 28"** above an **electric cooktop**;
- e) The product is installed at **less than 30"** above a **gas cooktop**;
- f) Product has not been properly vented outside or a ventilation system obstruction exists;
- g) Improper/inadequate sized ductwork has been used anywhere in the venting system;
- h) The venting duct is turned downward anywhere in the venting system;
- i) Improper/inadequate electrical connection for the product contrary to local building codes and/or electrical safety authorities;
- j) The gas cooktop has a total BTU output that exceeds the CFM output of the product when divided by 100 (i.e., 75,000 BTU cooktop paired with a 650 CFM range hood)

To qualify for warranty benefits you must:

- (a) Notify us within the specified timeframe;
- (b) Provide the model number and serial number of the product;
- (c) Accurately describe the nature of any defect with the product or part. **(Photos and/or videos may be requested)**
- (d) Present evidence of your proof of purchase that clearly indicates the model number of the product and the original purchase date.

Should the Company determine that one or more of the warranty exclusions listed above apply or the customer fails to provide the necessary information/documentation to qualify for warranty benefits, the Company has the right to deny warranty coverage and the customer will be responsible for all applicable costs related to servicing the product.

All warranty claims must be submitted in writing to the vendor from which the product was purchased or the address shown below.

For up-to-date warranty information, please visit www.cyclonerangehoods.com

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