

# Extended Warranty Certificate

CozyFloor, a Division of Pinnacle Homes LLC, warrants CozyFloor warming mats to be free from defects in materials and workmanship under normal installation and use for the period of (5) years from the date of purchase, as evidenced by the purchase receipt.

During the warranty period, Pinnacle Homes LLC shall repair or replace the defective CozyFloor warming mat. If replaced, the replacement shall be with a product of equal or greater value. This warranty is limited to the purchaser and is not transferable. This warranty is only valid when the warranty registration is filled out in full and mailed to Pinnacle Homes LLC within 30 days from the date of purchase. *See reverse side warranty for full details.*

## Commissioning

For the extended 5-year limited warranty to apply, you must perform the following tests during the installation process, record the results on the warranty card, and retain a copy of the record. Refer to the Installation Guide Book for test details.

Insulation Resistance Test 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_

Heating Cable Resistance Test 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_

Sensor Resistance Test 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_

CozyFloor Model Number \_\_\_\_\_

Date of Purchase \_\_\_\_\_ Date of Installation \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Country \_\_\_\_\_ Telephone \_\_\_\_\_

E-mail \_\_\_\_\_

Retain a copy, and send original warranty Certificate to:

Pinnacle Homes LLC  
PO Box 3263 Ashland, Oregon 97520



## **EXTENDED 5 YEAR WARRANTY**

For a period of five (5) years from the date of purchase Pinnacle Homes LLC warrants that the CozyFloor heating cable is free from defects in material, design and workmanship. The extended warranty is only valid if the warranty certificate has been properly completed and mailed at the time of installation, and the installation is in accordance with the installation instructions – with documentation of resistance testing during installation. The defective CozyFloor heating cable has to be inspected by or submitted to Pinnacle Homes LLC. Failure to comply with all of the foregoing will void this extended warranty. Pinnacle Homes LLC will, when the customer has documented that a defect in the CozyFloor was present at the date of delivery, repair or supply a new CozyFloor at Pinnacle Homes LLCs' option. All claims shall be made within the extended warranty period of five years. Pinnacle Homes LLC shall not be liable for any claims made later than five years from date of purchase. Pinnacle Homes LLC shall not be liable for any consequential and secondary costs or damages linked to the defect or replacement of the CozyFloor. Pinnacle Homes LLC will not be liable for any costs related to the dismantling of defective product and the installation of a new product.

THE FOREGOING WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ON THE PART OF PINNACLE HOMES LLC. PINNACLE HOMES LLC DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. PINNACLE HOMES LLC NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON, FIRM OR CORPORATION TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH SALE OR PRODUCT. PINNACLE HOMES LLC SHALL NOT BE HELD RESPONSIBLE FOR DAMAGE TO PERSON OR PROPERTY, CONSEQUENTIAL LOSS, LOSS OF PROFIT, LOSSES ON GOODS IN STORE, INSTALLATION COSTS, OR THE LIKE WHICH MIGHT ARISE OUT OF THE FAILURE OF THE EQUIPMENT DELIVERED, IRRESPECTIVE OF THE CAUSE (INCLUDING FAULTY MANUFACTURE).

DUE TO DIFFERENCES IN BUILDING AND FLOOR INSULATION, CLIMATE, AND FLOOR COVERINGS, WUHU JIAHONG NEW MATERIAL CO.,LTD MAKES NO REPRESENTATION THAT THE FLOOR TEMPERATURE WILL ACHIEVE ANY PARTICULAR TEMPERATURE, OR TEMPERATURE RISE. AND AS SUCH, USERS MAY OR MAY NOT BE SATISFIED WITH THE FLOOR WARMTH THAT IS PRODUCED. WUHU JIAHONG NEW MATERIAL CO.,LTD DOES WARRANT THAT ALL PRODUCTS WILL PRODUCE THE RATED OUTPUT LISTED ON THE PRODUCT NAMEPLATE, WHEN OPERATED AT THE RATED VOLTAGE.

**In order to make a claim, you must Contact the company's Customer Service department and provide the following information:**

- 1) Provide the Company with sufficient details relating to the nature of the defect, the installation, the history of operation, and any repairs that may have been made.
- 2) At the Company's discretion, ship the Product to the Company or the Company's local representative or distributor.
- 3) Provide proof that the Product was installed in accordance with the applicable Product Installation Manual and any special written design or installation guidelines by Pinnacle Homes LLC for this project.
- 4) Provide proof that the Product was installed in accordance with all applicable national and local building and electrical codes.
- 5) Provide a retail sales receipt or proof of purchase.

**How to claim this warranty – Contact the company's Customer Service department and provide the following information:**

- 1) Nature of the manufacturing defect
- 2) Date of purchase and, if already installed, date of installation
- 3) If installed, name of electrician and flooring installer
- 4) Resistance readings taken by installer
- 5) Proof of purchase and serial number from product label

Our Customer Service department will provide you with an authorization number and advise you on the next steps to complete your warranty claim.

### **Disclaimer:**

This warranty gives you specific legal rights and you may also have some legal rights which may vary from state to state or province to province. Pinnacle Homes LLC hereby disclaims, and it is as a condition of the sale, that there are no implied warranties. Some states and provinces do not allow limitations on an implied warranty so the above limitation may not apply to you. Pinnacle Homes LLC can accept no responsibility for possible errors in catalogues, brochures, other printed materials, and website information. Pinnacle Homes LLC reserves the right to alter its products without notice. This also applies to products already on order provided that such alteration can be made without subsequent changes being necessary inspecifications already agreed upon. All trademarks in this material are property of the respective companies.

**All rights reserved. Cozy Floors is a Division of Pinnacle Homes LLC • PO Box 3263 Ashland, Oregon 97520 • info@cozyfloor.com**