



## WARRANTY INFORMATION

The warranty below has been drafted to comply with the Federal Law applicable to products manufactured after December 31, 1976. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Hotstart products are warranted against defects in workmanship and materials. No other express warranty, written or oral, applies. No person is authorized to give any other warranty or assume any liability except by written statement from an officer of Hotstart.

The warranty extends for twelve months from date of shipment from factory or authorized dealer on all products unless otherwise declared in this document.

EVRHEAT Series 20: 24 month warranty from date of shipment from factory or authorized dealer.

HE High Efficiency Heat Pump: Twelve month warranty from unit startup or 18 month warranty from date of factory shipment, whichever comes first. Optional extended parts warranty available, contact Hotstart for pricing information.

Products must be installed and maintained in accordance with Hotstart instructions. Users are responsible for the suitability of the products to their application. There is no warranty against damage resulting from corrosion, misapplication, improper specification or other operating conditions beyond our control. Claims against carriers for damage in transit must be filed by the buyer.

Absolutely no material can be returned to Hotstart without prior factory authorization. **Upon factory authorization**, return the defective part or product, freight prepaid, to:

Hotstart  
5723 E Alki Ave  
Spokane, WA 99212  
(P) 509.534.6171 (F) 800.224.5550

Defective items will be repaired or replaced, at our option, at no charge. **Such repair or replacement is the exclusive right of Hotstart. Hotstart is not liable for labor costs incurred in removal, reinstallation or unauthorized repair of the product or for damage of any type whatsoever including incidental or consequential damage.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the preceding limitation or exclusion may not apply to you.

MINIMUM ORDER	\$50.00
INCOTERMS	EX-Works, Factory
FREIGHT TERMS	Prepaid and Add or Freight Collect for established accounts. No 3rd party billing.
DROP SHIPMENTS	\$25.00 surcharge for drop shipments.
RETURN POLICY	All returns must have factory authorization and require freight prepaid. To be considered, product must have been purchased within one year. Returns are subject to a 15% handling charge.
TERMS OF PAYMENT	Net 30 days OAC. Payments are based on date of invoice and not on date merchandise is received.
WARRANTY	One year limited warranty unless otherwise declared. (EVR20 - Two year limited warranty; HE products - 12-18 month warranty/five year extended warranty on parts)
EXPORT COMPLIANCE	Exports, re-exports and imports of HOTSTART products are subject to U.S. export controls. If you are an exporter, importer, distributor, customer or end-user, you are responsible for complying with U.S. export controls and any local export laws in your jurisdiction. We encourage you to seek appropriate legal advice before you export, re-export or sell HOTSTART products. For more information on exporting products under the U.S. Export Administration Regulations (EAR), please visit the Bureau of Industry and Security (BIS) website: <a href="http://www.bis.doc.gov">http://www.bis.doc.gov</a> For guidance regarding re-exports of U.S. origin items, please see: <a href="http://www.bis.doc.gov/index.php/licensing/reexports-and-offshore-transactions">http://www.bis.doc.gov/index.php/licensing/reexports-and-offshore-transactions</a>
MINIMUM ADVERTISED PRICE	To ensure consistent product offerings, Hotstart sets the Minimum Advertised Price (MAP) for US Domestic aftermarket products. MAP sets the lowest advertised price resellers can publish and can not advertise below. Contact <a href="mailto:sales@hotstart.com">sales@hotstart.com</a> for MAP information.