



LIMITED LIFETIME WARRANTY

TYLOHELO INC., warrants that AMEREC Steam Generators, Sauna Heaters, Sauna Rooms and Temperature Controls (warranted products) are free of manufacturing defects both as to workmanship and material and will replace or repair defective parts or equipment for the period of time and in accordance with the conditions set forth below:

- 1. Applicability.** This warranty applies when the warranted product (a) is installed in accordance with installation instructions provided, (b) is properly and reasonably maintained, and (c) has not been subjected to damage, misuse, abuse, poor water conditions, freezing, flood, fire, lightning or other acts of God. This warranty does not apply to product sold in "as is" or damaged condition. This warranty applies to generators and controls purchased after April 1, 2012.
- 2. Registration.** This warranty becomes valid only after the Limited Warranty Registration form, provided with this warranty, is completely filled in and signed by the original purchaser and mailed to AMEREC within sixty (60) days from the date of original installation. This warranty is non-transferable and shall extend only to the original purchaser.
- 3. Duration of Warranty.** AMEREC or its authorized representative will provide parts to replace those with manufacturing or workmanship defects for a period of five (5) years from the date of original installation, except when the warranted product is installed in commercial locations such as clubs, condominiums, apartments, spas or military facilities. In commercial locations, AMEREC or its authorized representative will provide parts to replace those with manufacturing or workmanship defects for a period of one (1) year from the date of original installation.

Additionally, for non-commercial locations in the United States and Canada AMEREC or its authorized representative will provide reasonable labor to replace defective parts for a period of two (2) years from the date of original installation. After the initial 2 year period, AMEREC offers a Limited Lifetime Warranty on parts for all residential steam generators (excluding controls). AMEREC will repair the generator free of charge after it has been disconnected and returned to AMEREC's factory. The generator is to be shipped freight prepaid and AMEREC will return the repaired generator freight prepaid back to the customer.
- 4. Warranty Work.** All warranty work must be (a) authorized by AMEREC before it is performed; and (b) performed only by authorized AMEREC representatives. This warranty shall not apply to any charges for parts or labor incurred before receiving approval by AMEREC.
- 5. Return Authorization Number.** A return authorization number assigned by an AMEREC representative must be clearly marked on the carton used

to return the product to AMEREC's factory. Parts which are returned without a return authorization number may not be repaired or replaced.

- 6. Procedure.** Requests for repair or replacement, a return authorization number, or warranty information should be directed to AMEREC by calling toll-free 1-800-363-0251, by email at support@amerec.com or by writing to AMEREC, 17683 128th Place N.E. Bldg C, Woodinville, WA 98072. Defective product or parts returned for repair or replacement must be shipped prepaid to AMEREC at the above address. Shipping costs for return of replacement product or parts to the purchaser will be at the expense of the purchaser.
- 7. Limitations, Exclusions, and Remedies.** There are no warranties which extend beyond the descriptions of the face hereof. This limited warranty is in lieu of all warranties, expressed or implied, and of all other obligations or liabilities on the part of AMEREC. There shall be no implied warranty of merchantability. AMEREC neither assumes nor authorizes any person to assume for it any other obligation or liability in connection with the sale of its products.

Damages for breach of this warranty shall not exceed the lesser of the cost of repair or replacement. Repair or replacement shall be the exclusive remedy available to the purchaser.

Under no circumstances shall AMEREC be liable by virtue of this warranty or otherwise for any special, indirect, secondary, incidental, or consequential damage of any nature to any person or property arising directly or indirectly out of the use or inability to use a warranted product.

Some States do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

- 8. Disputes.** Any lawsuit alleging breach of this limited warranty shall be commenced within one year from the date of breach. In addition, any such lawsuit may be commenced only in King County, Washington.
- 9. Warranty Disclaimers.** This warranty is void if alterations have been made in the physical construction of the product. Alterations include but are not limited to, changing any electrical component, adding additional time or temperature devices, or using these products with non-TYLOHELO INC. components such as unauthorized rocks. The steam generator warranty is void if connected to a water system with high mineral content. The sauna heater and or control warranty is void if installed in a sauna room with a shower. The use of swimming pool or spa water on sauna heaters will void the warranty.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.



LIMITED LIFETIME WARRANTY REGISTRATION FORM
Please fill out and return within 60 days of installation to:
AMEREC, P.O. Box 2258, Woodinville WA 98072

The undersigned hereby acknowledges the receipt of AMEREC Limited Lifetime Warranty and affirms that the date of installation was _____ 20____, further that installation of the equipment has been completed according to the AMEREC installation instructions furnished with the equipment and that I have read, understand and agree to the condition and terms of the AMEREC Limited Lifetime Warranty in its entirety.

Name of Purchaser _____

Address _____

City _____ **St.** _____ **Zip** _____

Phone _____

Purchaser's Signature _____

Model No. _____ **Serial No.** _____

amerec
P.O. Box 2258,
Woodinville WA 98072
1-800-363-0251
Fax: 425-951-1130
email address:
support@amerec.com