Warranty Information

CAMPLUX hereby warrants this appliance to be free of material defects in materials and workmanship when installed and operated according to CAMPLUX's installation and operating instructions. This Limited Warranty extends to the original purchaser and subsequent owners, but only while the appliance remains at the site of the original installation. This Limited Warranty terminates if moved or reinstalled at a new location. There are no warranties, express or implied made or given other than contained in this Limited Warranty. No agent, employee or representative of CAMPLUX has any authority to bind CAMPLUX to any representation or warranty concerning the appliance not contained in this Limited Warranty.

Except as expressly set forth herein, THERE ARE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, AS TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY GOODS SOLD HEREUNDER. BUYER'S EXCLUSIVE REMEDY IS LIMITED TO REPAIR OR REPLACEMENT OF THE GOODS SOLD, AT CAMPLUX'S DISCRETION. CAMPLUX SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Item Period of Coverage
Heat Exchanger 1 year
All other parts 1 year

Free Accessories (Shower head, hose, gas regulator, etc.) 30 days

Coverages are void if the appliance is used in a hot water circulation loop, in series with a circulation system or where an on-demand recirculation system is not incorporated.

Owner is responsible for all other costs incidental to repairs such as labor, shipping, delivery and permits. Proof of purchase is required. Products repaired will be covered under this Limited Warranty for the remainder of the term of the original purchase.

This Limited Warranty becomes null and void if any of the following are determined to be a contributing factor to the failure of the appliance:
1. Abuse, misuse, alteration, neglect or misapplication;
2. Improper or inadequate maintenance;
3. Inadequate water quality;
4. Installation in a corrosive or otherwise destructive environment;
5. Freeze damage;
6. Scale buildup;
7. Incorrect gas or water pressure;
8. Acts of force majeure

This appliance is not to be used as a pool or spa heater.

Within the first 30 days of purchase, CAMPLUX will cover all ground shipping costs for warranty-related issues, excluding AK, HI, Canada, and any location outside of the continental US. After the first 30 days of purchase, CAMPLUX will cover all shipping costs to the customer for warranty-related issues, excluding AK, HI, Canada, and any location outside of the continental US. After the first 30 days of purchase, the customer is responsible for all shipping to CAMPLUX, regardless of reason or circumstance. The method for warranty-related shipping will be ground equivalent with the provider of CAMPLUX's choosing.

AK, HI, Canada, and any location outside of the continental US, will be responsible for all shipping costs, regardless of reason or circumstance.

All shipments of any type of appliance coming to CAMPLUX for any reason must have an RGA for any repairs to be made. Please contact CAMPLUX to obtain an RGA number prior to shipping anything to CAMPLUX. Failure to do so could result in loss of appliance. CAMPLUX will not be responsible for replacement due to loss or damage if these steps are not properly followed.