

WARRANTY

1. If ERP's products are warranted for a period of one year, at the time of sale, against defects in workmanship, materials and/or operation subject to ordinary conditions, as it pertains to particular installations. However, we do not warrant against defects due to improper installation, failure to exercise normal maintenance, or against the consequences or uses for which our products are not designed. ERP's only obligation under this warranty is to repair, replace, or issue credit, at our option, any of its products determined by ERP to have been defective within one year of ERP's shipment of the product to the ERP distributor. This determination can only be made after the products have been returned to ERP for inspection, with shipping charges prepaid. Labor and installation charges of any kind are not covered by our warranty. Products repaired or replaced under this warranty are warranted only through the remainder of the original warranty.
2. Glass, ceramic and plastic items are not covered under any warranties.
3. Before accepting items for warranty consideration each device should be inspected for evidence of the following that would void the warranty:
 - a. Improper installation or application
 - b. Abuse or tampering
 - c. Burned contacts
 - d. Stripped threads
 - e. Water or fire damage
4. Any oven, furnace, or dryer igniter damaged during transit must be reported to ERP within seven (7) days of receipt to receive credit; after the seven (7) day period, no refund will be issued.
5. Products to be considered for warranty must have a warranty tag attached to each item. The following must be completely filled out by user: (1) ERP part number, (2) date of installation, (3) date of failure, (4) make and model of unit installed on, (5) type of failure (in as much detail as practical), (6) name, address, phone number of service company, (7) name, address, phone number of owner of unit, and (8) invoice date of purchase.
6. Warranty requests are to be sent to the Customer Service Department.
7. A list must be included listing each warranty item by part number and quantity. Please include your fax number and person's name the return authorization should be directed to. Your list can be processed more expeditiously if each product on the warranty list contains either your P.O. number or the ERP Invoice number. Upon receipt, ERP will fax or mail to the distributor, a warranty return authorization packing slip that must be included with return.
8. Parts should not be returned to ERP for ANY reason without first obtaining a return authorization number from ERP. Requests for return authorization can be made either by fax or phone. A copy of the return authorization must be included in each package being returned. Failure to follow this procedure could result in your package being misdirected or lost in our warehouse, causing a substantial delay or failure in the issuance of your credit.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.