



# LIMITED FURNACE WARRANTY

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The manufacturer, Williams Furnace Co., warrants this wall furnace or heater to the original purchaser under the following conditions:

## LIMITED ONE YEAR WARRANTY

1. Any part thereof which proves to be defective in material or workmanship within one year from date of original purchase for use will be replaced at the Manufacturer's option, FOB to its factory.
2. No liability is assumed by the Manufacturer for removal or installation labor costs, nor for freight or delivery charges.

## LIMITED EXTENDED WARRANTY

1. In addition to the above limited one-year warranty on the complete unit, any combustion chamber which burns out or rusts under normal installation, use and service conditions during a period of nine years following expiration of the one-year warranty period will be exchanged for a like or functionally similar part.
2. No liability is assumed by the Manufacturer for removal or installation labor costs, nor for freight or delivery charges.

## LIMITATIONS

1. THIS LIMITED WARRANTY IS THE ONLY WARRANTY MADE BY THE MANUFACTURER, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE ARE LIMITED TO THE SAME ONE YEAR TERM AS THE EXPRESS WARRANTY. UNDER NO CIRCUMSTANCES SHALL THE MANUFACTURER BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR CONTINGENT DAMAGES OR EXPENSES ARISING DIRECTLY OR INDIRECTLY FROM ANY DEFECT IN THE PRODUCT OR ANY COMPONENT OR FROM THE USE THEREOF. THE REMEDIES SET FORTH HEREIN ARE THE EXCLUSIVE REMEDIES AVAILABLE TO THE USER AND ARE IN LIEU OF ALL OTHER REMEDIES. Some states do not allow limitation on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply.
2. This warranty does not include any charge for labor or installation.
3. This warranty does not extend to painted surfaces or to damage or defects resulting from accident, alteration, misuses, abuse or improper installation.
4. This warranty does not cover claims which do not involve defective workmanship or materials.

## DUTIES OF THE CUSTOMER

1. The heating equipment must be installed by a qualified installer and operated in accordance with the installation and homeowner's instructions furnished with the equipment.
2. Any travel, diagnostic costs, service labor, and labor to repair the defective unit will be the responsibility of the owner.
3. Keep a bill of sale, cancelled check, payment record or permit to verify purchase date to establish the warranty period.
4. Have the installer enter the requested information in the space below.

## GENERAL

1. The manufacturer neither assumes nor authorizes any person to assume for it any other obligation or liability in connection with said equipment.
2. Service under this warranty should be obtained by contacting your dealer. Provide the dealer with the model number, serial number, and purchase date verification.
3. If, within a reasonable time after contacting your dealer, satisfactory service has not been received, for assistance contact: Customer Service Department, 250 West Laurel Street, Colton, CA 92324 or call (909) 825-0993.
4. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

## RGA PROCESS

1. Advance authorization for parts replaced under warranty is not required. Advanced authorization is required for the return of equipment. Contact Williams customer service for Return Goods Authorization at (888) 444-1212 or (909) 825-0993. Unauthorized equipment returns will not be accepted.
2. If shipping from Canada, return all small packages via the Postal Service. Do not ship small packages via United Parcel Service (UPS).
3. Complete the [Request for Warranty Part Credit](#) form which can be found on-line or requested from [orders@wfc-fc.com](mailto:orders@wfc-fc.com). In order to assure proper credit to your account, form must be completed in full including your reference /debit number, installation date and address, model and serial number, and original purchase order number.