

WARRANTY AND RETURNED GOODS POLICY

Warranty Form #2523
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WARRANTY FOR HEATING PRODUCTS MANUFACTURED BY SUNTEC INDUSTRIES INCORPORATED

The warranty period applicable to SUNTEC Products (hereinafter referred as "Goods") is determined from the date code stated on the unit:

- A. 3 years for residential fuel units rated at 7 gph or less and for PRV-38 oil safety valves.
- B. 2 years for fuel units rated over 7 gph and for RV regulator valves.
- C. 1 year for waste oil units and for C/R solenoid valves and coils.

All our products must be used with fuel oil grades defined by ASTM D396, including B6-B20 grades if the model is labelled B20 (Check product label to confirm fuel compatibility). Damages caused by use of improper fuel are not covered by this warranty.

Biodiesel use is well known to be sensitive to air and moisture and then have an influence on the stability of the fuel which involves specific treatments in the tank. Biodiesel acts as solvent and may entrain deposits and residues of the tank or the pipes, which will end up in the pump. Some mechanical components may get stuck and the warranty of B20 pump would not apply in this case. No warranty applies if pump is operated with blends higher than B20 or non ASTM fuels.

ALL GOODS ARE CODED WITH THE DATE OF MANUFACTURE. THE MONTH IS INDICATED BY THE FIRST NUMBER, FOLLOWED BY THE DAY AND YEAR ACCORDING TO THE FOLLOWING: MM/DD/YYYY.

This warranty is limited to repair or replacement by and at SUNTEC's option.

Goods are warranted to be free from defects in material and workmanship at the condition that Goods are properly installed, maintained and operated under normal use. Components not manufactured by SUNTEC are warranted only to the extent of and by the original warranty provided by the manufacturer to SUNTEC. Other than SUNTEC, no company or other person is authorized to give any warranty on behalf of SUNTEC with respect to any SUNTEC Good.

SUNTEC DISCLAIMS ANY LIABILITY FOR THE FAILURE OF PERFORMANCE OR MALFUNCTION OF THESE GOODS RESULTING DIRECTLY OR INDIRECTLY FROM THE PRESENCE OF WATER, RUST, TEFLON TAPE, OR CONTAMINATES IN THE SYSTEM OR FROM BUYER'S NEGLIGENCE. PARTIAL OR FULL DISASSEMBLY OR ATTEMPTED REPAIR PRIOR TO RETURN SHIPMENT TO SUNTEC VOIDS THE WARRANTY.

NOTWITHSTANDING ANY OTHER PROVISIONS OF THIS POLICY, SUNTEC SHALL NOT BE LIABLE FOR ANY DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE MISUSE OR IMPROPER USE OF THE GOODS WHICH IS NOT IN ACCORDANCE WITH THE GOOD'S SPECIFIC INSTALLATION AND OPERATIONS MANUAL, INCLUDING, BUT NOT LIMITED TO, USE OF THE NEWLY APPROVED FUEL IN THE NON-APPROVED GOODS WITH THIS NEW FUEL.

SUNTEC shall not be liable for damages for any breach of warranty in any amount exceeding the purchase price of Goods found to be defective. In no event shall SUNTEC be liable for incidental or consequential damages. **THE FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OR MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.**

Before Good under warranty is returned to SUNTEC:

1. A returned Goods authorization number (RGA No.) is required to return Goods to SUNTEC. Call our customer service department at (270)-659-3801 to get this number. **Do not return Goods without RGA number.**
2. The RGA #, including suffix letters, should be written on the packing slip and on the outside of the box or shipping container to avoid unnecessary delays or errors in processing.
3. The customer returning Goods is responsible for any damage caused by improper packaging. The units must be packaged to keep units separated and secure against movement.

After returned Good is received and evaluated at SUNTEC:

1. The customer will be notified of units which are out of warranty due to date code, customer misuse, evidence of disassembly or damage in return shipment. Units returned out of warranty will not be replaced or repaired. These units will be scrapped at SUNTEC.
2. For a unit to be in - warranty, **the date code must be within Goods warranty period stated above** and units must show no evidence of disassembly, water, rust, organic growth, contaminants or use of Teflon tape otherwise these units will not be covered by the warranty provision stated above.
Units which qualify for warranty and which are determined to be defective will be repaired, replaced or returned at SUNTEC's option with new or rebuilt units. Return freight of these units will be paid by SUNTEC.
3. Units within the warranty period which are not determined to be defective will be returned to the customer. Credit note will be issued by SUNTEC only. SUNTEC will notify the Customer accordingly and the customer will have 30 calendar days from receipt of this notification to reply. If no response is received within those 30 calendar days, the units will be scrapped at SUNTEC. In case units should be returned to Customer, the Customer is responsible for return freight of these units.
4. When an unusual situation arises and unused Goods must be returned to SUNTEC, SUNTEC should provide its preliminary written approval. Upon inspection of the returned Goods, SUNTEC will determine if the Goods is suitable for resale. If it is, the customer will be assessed a 35% restocking charge (with minimum fees of \$25.00) and the balance credited to the customer's account.