



## TJERNLUND PRODUCTS, INC.

1601 Ninth Street • White Bear Lake, MN 55110-6794  
PHONE (651) 426-2993 • (800) 255-4208 • FAX (651) 426-9547  
Visit our web site • [www.tjernlund.com](http://www.tjernlund.com)

# WARRANTY / RETURNED MATERIAL POLICY

## LIMITED PARTS WARRANTY

Tjernlund Products, Inc. warrants the components of its products for one\* year from date of installation. This warranty covers defects in material and workmanship. This warranty does not cover normal maintenance, transportation or installation charges for replacement parts or any other service calls or repairs. Products that are tampered with, damaged or defective due to malfunctioning appliances are not covered under this warranty. This warranty **does not** cover the complete unit if it is operative, except for the defective part.

## WARRANTY CLAIM PROCEDURE

Tjernlund Products, Inc. will issue credit or provide a free part to replace one that becomes defective during the one\* year warranty period. All receipts should include the date code of the unit to ensure that the defective component corresponds with the complete unit. This will help prevent possible credit refusal.

**Please direct any contractor who wants to make a warranty claim to follow these instructions:**

- 1.) Follow troubleshooting guide in installation instructions to determine defective component. If unable to determine faulty component, contact your Tjernlund distributor or Tjernlund Product's Technical Customer Service Department toll free at 1-800-255-4208 for troubleshooting assistance.
- 2.) After the faulty component is determined, return it to your Tjernlund distributor for replacement. Please include model date code component was removed from. Credit or replacement will only be issued to a Tjernlund distributor after the defective part has been returned prepaid to Tjernlund.

## RETURNED MATERIAL AUTHORIZATION #

If you wish to return defective or unused merchandise, a return authorization # from Tjernlund is required. You can call, write, fax or email us at [fanmail@tjfans.com](mailto:fanmail@tjfans.com) concerning the nature of the return and upon receipt of the RMA # can send the material **prepaid** to Tjernlund, c/o material returns. To avoid a higher restock charge, refusal of credit or delays in credit, an RMA # is necessary. All returns should have the RMA # clearly marked on the outside of the package or delivery will be refused.

## RESTOCK CHARGE

You must have a RMA # for any overstock items that you would like to return. A restock fee will be charged for all new and unused merchandise returned to Tjernlund. The restock charge will correspond

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\* The SideShot® Vent System, Santek Electronic Air Cleaners and Specified Systems have a two year limited parts warranty.

to the condition of the material and the length of time it has been in your possession. The base restock charge is 20% of the invoice price for materials returned less than 6 months from date of purchase and a base 30% for materials returned between six months and one year from date of purchase. We will not accept products that have an invoice date over one year. A copy of the original invoice should be included with the units when they are returned. Restock charges are based on the returned product being in sellable condition. We reserve the right to limit quantities.

### **CREDIT POLICY**

Please refrain from debiting your payments until you receive our credit memo. With restock charges and possible refusal of credit, our records will better correspond with yours if we inspect the material and issue the credit. We will be including a copy of the returned materials analysis report along with the credit memo so you can see what failures occurred and the action taken to remedy the problem. We will process all returns promptly. Once again, please **do not** debit the price of returned materials from any scheduled payment until you receive our credit memo.

### **CREDIT OR REPLACEMENT REFUSAL**

It is the installer's or owner's responsibility to refer to the troubleshooting guide within the installation instructions, or in their absence call our toll free customer service number for assistance or visit our web site [www.tjernlund.com](http://www.tjernlund.com). Tjernlund will not replace or issue credit for a complete unit that is repairable at the job site. Easily replaceable components include: motors, pressure switches, relays, blower wheels and transformers. Complete units that test ok may be returned to the sender.

Tjernlund will not issue credit for materials that have been damaged or tampered with. This damage may occur during installation, your handling, shipment to you or upon return to us. All units should be inspected upon receipt for visible damage on the outside of the carton. If it is determined that the units have been damaged during shipment, the damage claim should promptly be taken up with the freight carrier. All returned materials should be properly packaged and marked with an RMA # on the carton exterior for return to Tjernlund's material returns department.

Materials that are refused credit or replacement will be held for 30 days from date of the returned materials analysis report. If no response is received during that period, the materials will be scrapped.

#### **TJERNLUND ONE\* YEAR LIMITED WARRANTY**

Tjernlund Products, Inc. warrants to the original purchaser of this product that the product will be free from defects due to faulty material or workmanship for a period of (1)\* year from the date of original purchase or delivery to the original purchaser, whichever is earlier. Remedies under this warranty are limited to repairing or replacing, at our option, any product which shall, within the above stated warranty period, be returned to Tjernlund Products, Inc. at the address listed below, postage prepaid. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF, AND TJERNLUND PRODUCTS, INC. EXPRESSLY DISCLAIMS LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF THIS PRODUCT. THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES AND NO AGENT IS AUTHORIZED TO ASSUME FOR US ANY LIABILITY ADDITIONAL TO THOSE SET FORTH IN THIS LIMITED WARRANTY. IMPLIED WARRANTIES ARE LIMITED TO THE STATED DURATION OF THIS LIMITED WARRANTY. Some states do not allow limitation on how long an implied warranty lasts, so that limitation may not apply to you. In addition, some states do not allow the exclusion or limitation of incidental or consequential damages, so that above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from State to State. Send all inquiries regarding warranty work to Tjernlund Products, Inc. 1601 9th Street, White Bear Lake, MN 55110-6794. Phone (651) 426-2993 • (800) 255-4208 • Fax (651) 426-9547 • Email: [fanmail@tjfans.com](mailto:fanmail@tjfans.com). \*The SideShot® Vent System, Santek Electronic Air Cleaners and Specified Systems have a two year limited parts warranty.