

LIMITED LIFETIME WARRANTY FLEX LINING SYSTEM

The manufacturer's warranty applies only to the original purchaser and is not transferable. Subject to the conditions and exclusions set forth below, the manufacturer warrants that its products will be free from manufacturing if properly installed. This warranty only covers replacement of defective liner components in a residential installation. This warranty is void if the chimney relining pipe is used in a different application than what it is designed for. This warranty is the sole and exclusive remedy, offered in lieu of all other warranties, expressed or implied.

Warranty conditions

The warranty of the chimney lining system and its components are subject to the following conditions:

1. Brand new products with proof of purchase only.
2. Products must have been purchased from an authorized Olympia Chimney of Canada dealer.
3. Installation in accordance with the instructions supplied with this product and all local and national building codes.
4. Normal use with the appropriate stainless steel grade for a residential heating appliance that has been certified by an accredited laboratory (solid fuels, pellet, wood). Read the installation instructions for more details.
5. The liner is designed to operate at a maximum continuous temperature of 650°C (1200°F) or less.
6. The chimney lining system must be cleaned and inspected on an annual basis by a chimney professional at intervals of no more than 12 months each, starting at the date of purchase and as long as the warranty period applies. Receipts verifying that maintenance was performed must be kept.
7. Products under this warranty must have been produced after the revision date indicated at the end of this document.
8. The liner must have a cap installed.

Warranty application in the case of a replacement

	0 to 10 years ^{1 3}	11 to 15 years ¹	16 years and more ¹
Parts	100% 100% of the purchase price at the time of the replacement	75% a 75% rebate applies to the purchase price at the time of the replacement	50% a 50% rebate applies to the purchase price at the time of the replacement
Labour	SBI Venting Division 200 \$ ² / 150 \$ ²	N/A	N/A

¹ From date of purchase.

² Maximum compensation upon evidence of the original installation and replacement done by a professional. Claim is subject to approval by the manufacturer.

³ Except on the liner cap - Part replacement covered at 100% for 5 years from the date of purchase.

The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any warranted but defective parts or supply any replacement parts under warranty without any charge.

Warranty exclusions

This warranty does not cover:

1. Parts or components from other manufacturers.
2. Labour and installation costs (unless specified by the manufacturer).
3. Products that have been altered, modified or repaired since shipment from factory.
4. Products that have been moved from their original installation site.
5. Any non-stainless components mounted or connected to the chimney or venting system.
6. Damage (to products, appliances or structure) caused by misuse, abuse, improper installation, lack of maintenance, improper inspection or any other negligence.
7. Incidental or collateral damages caused by smoke, fire, flood, strong winds, "acts of God", or any other contingency beyond the manufacturer's control.
8. Use of improper chimney brushes, chimney cleaners or any improper solvents/chemicals.
9. Does not cover any solid fuel other than pellet and wood.
10. Damage resulting from the use of driftwood, pressure-treated lumber, wood containing salt, chemicals, or any prohibited material.

Claim process

Shall any component be defective, contact immediately your Olympia Chimney of Canada (Ventis/Nexvent) dealer. Prior to your call, make sure that you have the following information necessary for your warranty claim treatment:

- Your name and contact information
- The original invoice
- The part number of the venting components as indicated on the certification label
- Nature of the defect
- Configuration of the system

Before shipping your defective component to the manufacturer, you must first obtain a return authorization number. Supporting documents or digital pictures may be required to support the claim. Any merchandise shipped to the manufacturer without authorization will be refused automatically and returned to sender.