

## Limited Manufacturer Warranty

**1 Year Limited Warranty:** Konwin warrants this heater against defects in materials and workmanship **on functional parts**, for a period of one year from the original date of purchase. **Your sales receipt showing the date of purchase of the product is your proof of purchase.** Keep it in a safe place for future reference.

### Manufacturer Warranty

All **Konwin** products are manufactured with the highest quality materials and are warranted to be free from defects in material and workmanship at the time of purchase. This limited warranty applies to products manufactured or distributed by the **Konwin** T brand name, are delivered in the continental United States, and extends to the original purchaser, or gift recipient. This warranty becomes valid at the time of purchase and terminates either by the specified time frame listed above and/or owner transfer (unless otherwise authorized by **Konwin**, as the manufacturer). Any extended warranties (warranties that cover above and beyond this manufacturer warranty) that are sold through a retailer or third party, are not directly correlated with this **Konwin** limited warranty, and may be redirected to said retailer or third party for coverage.

The purchaser must present **Konwin** with proof of purchase documents (including the date of purchase) if requested. Any evidence of alteration, erasing, or forgery of proof of purchase documents will be just cause to **VOID** this limited warranty. Products, in which the serial number has been defaced or removed, are not eligible for warranty coverage.

## Customer Service and Support

To Obtain Warranty Support or Advice, Please Complete These Easy Steps:



Contact Konwin PRODUCTS Technical Support

**E-mail: [Service@konwinchina.com](mailto:Service@konwinchina.com)**

You will need to provide the unit's model number, serial number (**located on the heater's front panel, rear panel, or on the box**), date of purchase, retailer of purchase, a daytime phone number, and possibly a copy of your receipt.



Be Patient, Clear, and Concise.

Describe the issue and symptoms you have for, and about the product. A certified Konwin Technical Support agent will give you an evaluation of your issue and your resolution options. If the answer is not available at that time, you will be referred to the appropriate channels, or given a call back within 72 hours with an answer or resolution.



If after speaking with Konwin Technical Support, it is determined by one of our agents that your unit may need to be sent in to us to be evaluated/repared, our representative will provide you with a **reference number** and provide you with details on how to send in your unit for repair.