**GENERAL**

The warranty is 4 years from the date of manufacture on all parts subject to ordinary wear and tear. The warranty includes all parts, labor, and transportation costs for the repair or replacement of defective parts and labor. The warranty does not cover any damage caused by mishandling, misapplication, or improper installation. The warranty is void if the product is tampered with, altered, or modified in any way, or if the product is operated outside of the specifications documented in this manual.

**INSTALLATION**

1. Carefully remove the heater from its shipping container and install it in the application specified by the user. The user is responsible for the safety of the installation.
2. Do not operate heaters under conditions that result in temperatures above the maximum recommended temperature on sheath materials. Temperatures above the maximum recommended temperature can cause premature heater failure.
3. Avoid mounting heaters in an atmosphere containing flammable or explosive materials. The presence of such materials can increase the risk of electrical hazards and/or heater failure.
4. Use high-temperature resistant materials in the filler box at the heater end to prevent damage to the heater, auxiliary equipment, or the surrounding area. These materials can help to prevent electrical hazards and shorten heater life.

**WARNING:** Hazard of Shock. Any installation involving electric equipment must be effectively grounded in accordance with the National Electrical Code to eliminate shock hazard.

**WARNING:** Hazard of Fire. Since cartridge heaters are flammable, observe all standards and codes for safe installation. Equipment and/or heater failure can release dangerous amounts of heat, which can ignite combustible materials.

**WARNING:** Never hammer the heater ends when installing. The heater ends are brazed and will break if struck. Use care when installing.
OMEGA ENGINEERING, INC. warrants this unit to be free of defects in materials and workmanship for a period of 13 months from date of purchase. OMEGA’s WARRANTY adds an additional one (1) month grace period to the normal one (1) year product warranty to cover handling and shipping time. This ensures that OMEGA’s customers receive maximum coverage on each product.

If the unit malfunctions, it must be returned to the factory for evaluation. OMEGA’s Customer Service Department will issue an Authorized Return (AR) number immediately upon phone or written request. Upon examination by OMEGA, if the unit is found to be defective, it will be repaired or replaced at no charge. OMEGA’s WARRANTY does not apply to defects resulting from any action of the purchaser, including but not limited to mishandling, improper interfacing, operation outside of design limits, improper repair, or unauthorized modification. This WARRANTY is VOID if the unit shows evidence of having been tampered with or shows evidence of having been damaged as a result of excessive corrosion; or current, heat, moisture or vibration; improper specification; misapplication; misuse or other operating conditions outside of OMEGA’s control. Components in which wear is not warranted, include but are not limited to contact points, fuses, and triacs.

OMEGA is pleased to offer suggestions on the use of its various products. However, OMEGA neither assumes responsibility for any omissions or errors nor assumes liability for any damages that result from the use of its products in accordance with information provided by OMEGA, either verbal or written. OMEGA warrants only that the parts manufactured by the company will be as specified and free of defects. OMEGA MAKES NO OTHER WARRANTIES OR REPRESENTATIONS OF ANY KIND WHATSOEVER, EXPRESSED OR IMPLIED, EXCEPT THAT OF TITLE, AND ALL IMPLIED WARRANTIES INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. LIMITATION OF LIABILITY: The remedies of purchaser set forth herein are exclusive, and the total liability of OMEGA with respect to this order, whether based on contract, warranty, negligence, indemnification, strict liability or otherwise, shall not exceed the purchase price of the component upon which liability is based. In no event shall OMEGA be liable for consequential, incidental or special damages.

CONDITIONS: Equipment sold by OMEGA is not intended to be used, nor shall it be used: (1) as a “Basic Component” under 10 CFR 21 (NRC), used in or with any nuclear installation or activity; or (2) in medical applications or used on humans. Should any Product(s) be used in or with any nuclear installation or activity, medical application, used on humans, or misused in any way, OMEGA assumes no responsibility as set forth in our basic WARRANTY/ DISCLAIMER language, and, additionally, purchaser will indemnify OMEGA and hold OMEGA harmless from any liability or damage whatsoever arising out of the use of the Product(s) in such a manner.

RETURN REQUESTS/INQUIRIES

Direct all warranty and repair requests/inquiries to the OMEGA Customer Service Department. BEFORE RETURNING ANY PRODUCT(S) TO OMEGA, PURCHASER MUST OBTAIN AN AUTHORIZED RETURN (AR) NUMBER FROM OMEGA’S CUSTOMER SERVICE DEPARTMENT (IN ORDER TO AVOID PROCESSING DELAYS). The assigned AR number should then be marked on the outside of the return package and on any correspondence.

The purchaser is responsible for shipping charges, freight, insurance and proper packaging to prevent breakage in transit.

FOR WARRANTED RETURNS, please have the following information available BEFORE contacting OMEGA:
1. Purchase Order number under which the product was PURCHASED,
2. Model and serial number of the product under warranty, and
3. Repair instructions and/or specific problems relative to the product.

FOR NON-WARRANTY REPAIRS, consult OMEGA for current repair charges. Have the following information available BEFORE contacting OMEGA:
1. Purchase Order number to cover the COST of the repair,
2. Model and serial number of the product, and
3. Repair instructions and/or specific problems relative to the product.

OMEGA’s policy is to make running changes, not model changes, whenever an improvement is possible. This affords our customers the latest in technology and engineering.

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omega.com info@omega.com

Servicing North America:

U.S.A. Headquarters:
Omega Engineering, Inc.
Toll-Free: 1-800-826-6342 (USA & Canada only)
Customer Service: 1-S00-622-2378 (USA & Canada only)
Engineering Service: 1-800-872-9436 (USA & Canada only)
Tel: (203) 359-1660 Fax: (203) 359-7700
e-mail: info@omega.com

For Other Locations Visit omega.com/worldwide