

Five Year Limited System and Fan Warranty

What is covered

Des Moines Radon provides a five-year limited warranty on the complete radon mitigation system installed by Des Moines Radon at the property identified on the warranty card, including the installed radon fan. The warranty covers defects in materials, system components and installation workmanship under normal use. Coverage begins on the Install Date shown on the card and continues for five years from that date.

Covered warranty service

During the warranty period, Des Moines Radon will repair or replace a covered defective component, or correct covered installation workmanship, at no charge for the parts and labor needed to complete that covered repair. Des Moines Radon administers this warranty directly. A separate manufacturer warranty, if any, does not replace this commitment.

Damage excluded from coverage

The free warranty remedy does not cover damage or failure to the extent it is caused by any of the following:

- **Intentional damage or misuse.** Deliberate damage, vandalism, abuse, misuse or accidental physical impact.
- **Destructive external events.** Floodwater, fire, lightning, hail impact, windstorm damage, falling trees or debris, or electrical surges caused by an external power disturbance.
- **Improper changes or repairs.** Improper alteration, relocation, electrical work or repair performed by someone other than Des Moines Radon, but only when that work demonstrably causes the damage or failure.
- **Failure to follow operating instructions.** Damage caused by failure to follow written operating or care instructions supplied with the system.

These exclusions apply to the damage caused by the excluded event; they do not cancel coverage for unrelated defects. Normal outdoor exposure appropriate for the installed components is not, by itself, excluded. A defect in Des Moines Radon's materials or installation remains covered even if it becomes apparent during rain, cold or other ordinary weather.

Warranty Service and Customer Information

How to request service

Contact Des Moines Radon at (515) 608-8488 or admin@dsmradon.com. Give us the installation address, installation date if available, and a description of the problem. Photos and the fan model or serial number may help us assess the issue. An order number is not required. If your warranty card is unavailable, we can check our installation records.

We will arrange an assessment and explain whether the reported problem is covered. If the work is covered, Des Moines Radon will arrange the warranty repair. If we determine that an exclusion applies, we will explain the reason and the proposed repair.

Charges for work outside the warranty

Repairs attributable to an excluded cause are outside the free warranty remedy. We will provide an estimate and obtain your approval before performing billable repairs. Any diagnostic or service-call charge that may apply to a noncovered issue will be disclosed and agreed to before the visit. A diagnostic or service-call charge will not be imposed for a covered warranty claim.

Whether an insurance policy may pay for a loss does not, by itself, determine warranty coverage. Coverage under this warranty depends on the cause of the problem and these terms.

Which version applies

This is terms version 1.1. It applies when supplied as part of your installation agreement before you accept that agreement. Later changes to the terms posted on our website do not reduce warranty coverage already provided to you. Retain your warranty card and the terms supplied with your agreement.

Your legal rights

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. Nothing in these terms excludes rights or remedies that applicable law does not allow to be excluded.

Download terms and contact us

Des Moines Radon
5644 NE 17th St, Des Moines, IA 50313
(515) 608-8488 | admin@dsmradon.com

Download, save or print the full warranty terms: dsmradon.com/warranty.pdf.

Questions, service or help obtaining terms: contact us above. A paper copy is available promptly at no charge upon request.