ERV Limited Warranty
Loren Cook Company warrants that your Loren Cook Energy Recovery Ventilator (ERV) was manufactured free of defects in materials and workmanship, to the extent stated herein. For a period of one (1) year after date of shipment, we will replace any parts found to be defective and for a period of seven (7) years after date of shipment, we will replace the energy recovery wheel if found to be defective. These parts will be replaced without charge, except for shipping costs, which will be paid by you. This warranty is granted only to the original purchaser placing the fan in service. This warranty is void if the ERV or any part thereof has been altered or modified from its original design or has been abused, misused, damaged or is in worn condition or if the ERV has been used other than for the uses described in the company manual. This warranty does not cover defects resulting from normal wear and tear. To make a warranty claim, notify Loren Cook Company, General Offices, 2015 East Dale Street, Springfield, Missouri 65803-4637, explaining in writing, in detail, your complaint and referring to the specific model and serial numbers of your ERV. Upon receipt by Loren Cook Company of your written complaint, you will be notified, within thirty (30) days of our receipt of your complaint, in writing, as to the manner in which your claim will be handled. If you are entitled to warranty relief, a warranty adjustment will be completed within sixty (60) business days of the receipt of your written complaint by Loren Cook Company. This warranty gives only the original purchaser placing the ERV in service specifically the right. You may have other legal rights which vary from state to state.