



STRIEM'S LIFETIME WARRANTY

Effective March 2, 2015 • Revised August 4, 2026

WARRANTY COVERAGE

Effective March 2, 2015, Striem represents and warrants that its products ("Products") will be free from defects in material and workmanship for the lifetime of the original plumbing system installation in which the Products were first installed (the "Warranty Period"). Subject to the terms below, Striem will, at its sole option, repair, replace, or issue credit to the original purchaser ("Purchaser") for any Product found defective during the Warranty Period. This "Lifetime Warranty" does not apply to electronic equipment provided by Striem, which is warranted for one (1) year from the shipment date.

EXCLUSIONS & CONDITIONS

This warranty does not cover damage from normal usage or wear and tear; naturally occurring phenomena, including UV exposure, freeze-related damage, or natural disasters; or the cost of routine maintenance, including replacement of components subject to normal wear and tear. This warranty is effective only if the Products were:

- Installed in accordance with Striem's Installation, Operation, & Maintenance Guide, product specifications, or other Striem-documented authorizations;
- Installed in conformance with all applicable building and plumbing codes, and passed all applicable testing immediately following installation;
- Not subjected to misuse or abuse, whether negligent or intentional;
- Never modified, repaired, or altered by any individual not authorized by Striem; and
- Sold through a Striem-authorized wholesale distributor or other Striem-authorized channel.

MAKING A CLAIM

To submit a claim, Purchaser must contact Striem at help@striemco.com or 913-222-1500, within sixty (60) days of the alleged defect, and provide: (1) proof of original purchase; (2) the product model and serial number; (3) a description of the alleged defect; and (4) evidence the Product was installed and maintained per Striem's requirements. Striem determines, in its sole discretion, whether a claim qualifies, and will use commercially reasonable efforts to complete any approved repair, replacement, or credit within sixty (60) days of approval.

EXCLUSIVE REMEDY & LIMITATION OF LIABILITY

This warranty is Purchaser's sole and exclusive remedy for any defect in or failure of a Product, whether based in contract, tort, strict liability, or other legal theory. By purchasing and/or using the Products, Purchaser accepts this warranty as its exclusive remedy and agrees to be bound by its terms. In no event shall Striem be liable for incidental, special, consequential, or punitive damages, or for any costs, attorney fees, expenses, losses, or delays arising from any damage to, failure of, or defect in a Product — including, without limitation, claims for lost profits or transportation, removal, and installation charges.

DISCLAIMER OF IMPLIED WARRANTIES

To the fullest extent permitted by law, Striem disclaims all implied warranties, including the implied warranties of merchantability and fitness for a particular purpose. This warranty is exclusive and in lieu of all other warranties or conditions, written or oral, expressed or implied.

