

**WELCOME TO HOTRONIC FOR 23/24!****HANDLING WARRANTY CLAIMS**

When a Customer has a product problem...!

**ASK FOR YEAR PURCHASED and PROOF OF PURCHASE**

- Hotronic's Limited Warranty on prior NiCAD model Foot Warmers is for one (1) year from date of purchase, on prior NiMH model Foot Warmers m4, m3, 3.5, 2.7, 2.5, and Original Power Plus is for three (3) years from date of purchase, and on NiMH model Foot Warmers S4+, S3, e4, and e3 is for two (2) years from date of purchase.

**IDENTIFY PRODUCTION YEAR**

- When a Foot Warmer owner does not have his or her sales receipt, Hotronic may offer courtesy of extending Limited Warranty to a specified range of production years. Please see following charts listing FOOT WARMER MODELS and PRODUCTION YEARS NO LONGER COVERED UNDER WARRANTY without proof of purchase.
- If Foot Warmer's production year is NO LONGER COVERED, then you can proceed to find product problem and offer replacement part or component at your retail pricing.
- If Foot Warmer's production year IS COVERED, then you can proceed to find product problem and offer to send problem part or component back to Hotronic for evaluation and possible replacement.

**FIND PRODUCT PROBLEM**

- Use Hotronic's SYSTEMS CHECK PROCEDURES to quickly determine if any component has failed. Follow steps listed in SYSTEMS CHECK & SYSTEMS EXPLAINED section.

**WARRANTY RETURN PROCEDURES**

Warranty service is very important to everyone concerned. For that reason, we ask you to follow procedures below to help ensure efficient service and proper tracking of packages both in to Hotronic and back out to you.

**TO OBTAIN RETURN AUTHORIZATION**

- Prior to calling Hotronic, verify which component is defective or damaged and what the defect or damage is per item. To help verify, use Hotronic's SYSTEMS CHECK PROCEDURES.
- Once verified, call for a Return Authorization Number at 802-862-7403 (for US Customers) or 450-663-7800 (for Canadian Customers).
- Record Return Authorization Number in your records.

**TO RETURN WARRANTY CLAIMS**

- Return ONLY that component determined to be DEFECTIVE.
- Attach copy of PROOF OF PURCHASE for each item being returned.
- Prior to shipping, WRITE THE RA NUMBER on the OUTSIDE OF THE PACKAGE.
- Ship items from within the US to customer service-specified location and from within Canada to Laval, QC only.
- Ship items freight prepaid to one of the following addresses **as directed by customer service:**

Wintersteiger USA.  
4705 Amelia Earhart Dr  
Salt Lake City, UT 84116  
USA

Wintersteiger, Inc.  
964 Bergar Street  
Laval, QC H7L 5A1  
Canada

- Hotronic will return ship replacement or repaired product promptly, freight prepaid, after verification of defective product.
- NOTE: Credit is not an alternative to replacement or repair of defective product.

**WARRANTY REPLACEMENT on a LIKE-FOR-LIKE BASIS ONLY!**

- Hotronic will replace defective product on a like-for-like basis ONLY. If a like-for-like replacement is not available, then Hotronic will replace with a current comparable model.
- FOOT WARMER: System components are no longer covered under Hotronic's Limited Warranty without Dated Proof of Purchase for models of Foot Warmer Power Plus S4+ (2018-2021), S4 & S3 (2014-2017), e4 & e3 (2011-2013), Foot Warmer Power Plus m4 & m3 (2006-2010), Foot Warmer Power Plus 3.5 (2003-2005), Foot Warmer Power Plus 2.7 (2004-2005), Foot Warmer Power Plus 2.5 (2003), Foot Warmer Power Plus NiMH (2000-2002) and Foot Warmer NiCAD (1990-1999).
- HEAT SOCKS: System components are no longer covered under Hotronic's Limited Warranty without Dated Proof of Purchase for models of Heat Socks XLP (2016-2021).

WELCOME TO HOTRONIC FOR 23/24!

**HOTRONIC LIMITED WARRANTY  
(XLP, Power Plus S4+)**

The Hotronic<sup>®</sup> Foot Warmer XLP and Power Plus S Series carry a limited warranty for two (2) years from the date of purchase. This limited warranty extends only to the original consumer who purchased the new Hotronic<sup>®</sup> Foot Warmer XLP or Power Plus S Series from an authorized Hotronic<sup>®</sup> dealer. Dated Proof of Purchase is required. Hotronic<sup>®</sup> will replace or repair only that component of the Hotronic<sup>®</sup> Foot Warmer XLP or Power Plus S Series found to be defective as to workmanship or material. This limited warranty does not extend to damage resulting from misuse, neglect, abuse, or any use inconsistent with the operating instructions; normal wear and tear; changes in exterior appearance or color; breakage (except breakage resulting from manufacturing defects); improper dealer service; improper dealer or consumer modifications to product; loss of product due to improper attachment; any normal variations in the temperature per setting or the duration per charge per setting which results from the method of recharging the batteries, the conditions in which the Foot Warmer XLP or Power Plus S Series are used, and the tolerances of the batteries, micro-controller, micro-processor, or micro-chip.

This Limited Warranty is the only warranty offered.

There are no other warranties, expressed or implied. Neither Hotronic International Limited nor the Distributor is liable for any incidental or consequential damages resulting from the use or possession of the Hotronic<sup>®</sup> Foot Warmer Power Plus S Series.

If a defect arises in the Foot Warmer Power Plus S Series within the limited warranty period, the user should promptly return the product to an authorized Hotronic<sup>®</sup> dealer. Dated Proof of Purchase is required. If the Foot Warmer Power Plus S Series or any other component is replaced or repaired, the replacement or repair is covered only for the remainder of the original Limited Warranty period dating from the purchase of the original Foot Warmer Power Plus S Series.

**HOTRONIC LIMITED WARRANTY  
(prior models)**

To view the Hotronic Limited Warranty for each of the following Foot Warmer models, please visit the SUPPORT page at [www.hotronic.com](http://www.hotronic.com).

- The Foot Warmer Power Plus **S and e Series** (S4+, S4, S3, e4 and e3) is covered for two (2) years from date of purchase under Hotronic's Limited Warranty.
- The Foot Warmer Power Plus **m4, m3, 3.5, 2.7, 2.5, and Original Power Plus** are covered for three (3) years from date of purchase under Hotronic's Limited Warranty.

**HOTRONIC LIMITED WARRANTY  
(HEAT SOCKS XLP)**

The Hotronic<sup>®</sup> Heat Socks XLP carries a limited warranty of two (2) years from the date of purchase for the Heat Socks XLP. This limited warranty shall only apply to original purchasers who bought the new Heat Socks XLP from an authorized retailer. Dated proof of purchase must be provided. Hotronic<sup>®</sup> will only replace or repair parts of the Heat Socks XLP which are defective as a consequence of workmanship or material defects. This limited warranty does not extend to damage ascribed to improper use, negligence, misuse, or any use not included in the operating instructions. Furthermore, the following are excluded from the warranty: normal deterioration, change in appearance e.g. color, breakage (with the exception of a specific breakage caused by manufacturing defects), improper maintenance by the retailer or purchaser, improper product modifications performed by the retailer or purchaser, product loss as a consequence of poor fastening, normal temperature deviations per heat setting or deviations regarding the product's heating duration on a certain heat setting after charging which results from the battery charging process or the conditions in which the Heat Socks XLP are used and tolerances of the Battery Packs XLP's batteries and electronics.

This limited warranty is the only warranty issued to the purchaser.

Other express or implicit warranties are not accepted. Neither WINTERSTEIGER nor the retailer is liable for incidental or consequential damage of any kind which can be ascribed to the use or possession of the Heat Socks XLP.

If a defect emerges with the Heat Socks XLP during the limited warranty period, the owner should promptly return the product to an authorized retailer. Dated proof of purchase must be provided. If the Heat Socks XLP or part of them are replaced or repaired, the warranty period for the replacement product/part or the repaired product/part corresponds to the remaining term of the original limited warranty from the date of purchase of the original Heat Socks XLP.