



Tempheat Out of Service Area Policy

Updated: November 1, 2018

Tempheat has and will always strive to provide excellent service for their customers. Occasionally customers will rent equipment for use in remote locations. If an equipment failure occurs, it can be challenging to resolve the issue. Tempheat will not assume liability for costs incurred with servicing or exchanging the equipment out of our service area.

The Tempheat Service Area is defined by the following conditions:

- 80 km or one-hour drive, whichever comes first, from the nearest Tempheat location. And,
- The site must be accessible by a maintained provincial road. And,
- The site must be equipped with proper restrooms and necessities. And,
- The site must have phone or cell service.

If the location or site fails to meet these conditions, the customer will be responsible for all the following costs:

- All labour costs.
- Transportation of service personnel to and from the site.
- Transportation of parts, tools and lubricants to and from the site.
- Meals and lodging for the duration of the service personnel stay.
- To provide security for the service personnel, parts and equipment to and from the site.
- All rental costs for the duration of time that the equipment is out until it is returned to one of the Tempheat locations.

Tempheat will assume responsibility for the parts if equipment failure is deemed to be normal wear and tear. All other costs are responsibility of the customer.