Thermaltake Warranty / Support Information

Technical Support

Thermaltake is committed to providing the highest quality, most reliable products for our valued customer. There are several ways you may contact Thermaltake should you have any questions regarding product specification, warranty or support:

USA / Canada :

By Email: ttsupport@thermaltakeusa.com

By Phone: Toll-Free 800-988-1088

M-F 9:00AM – 5:30PM (P.S.T)

Limited Warranty

Thermaltake warrants its products to be free from defects in material and workmanship during the warranty period; when given normal, proper and intended usage. If a product proves to be defective in material or workmanship during the warranty period, Thermaltake will, at its sole option, repair or replace the product with same product or similar product. The replacement product assumes the remaining warranty of the original product or 30 days, whichever provides longer coverage for the customer.

I. Duration of the Warranty



A.	Thermaltake TMG branded products are warranted for six (6) years for parts and labor.
B.	Thermaltake PC Power Supply products are warranted for five (5) years for parts and labor.
C.	1. Thermaltake Tough power Grand Series PC Power Supply products are warranted for seven (7) years for parts and labor. Thermaltake PC Chassis products are warranted for three (3) years for parts and labor.
D.	Thermaltake CPU Cooler and DC Fan and Notebook Cooler products are warranted for three (3) years for parts and 1. Thermaltake Frio Extreme (CLP0587) are warranted for ten (10) years for parts and labor.

E.	Thermaltake External Storage Enclosure products are warranted for three (3) years for parts and labor.
F.	Thermaltake Liquid Cooling products are warranted for one (1) years for parts and labor.
	1. Thermaltake WATER2.0 products are warranted for three (3) years for parts and labor.
G.	Thermaltake LCD computer display products are warranted for one (1) year for parts, labor and backlight.
H.	All Thermaltake Refurbished products are warranted for 90 days for parts and labor.
I.	All Thermaltake Discontinued / Clearance products are warrantied for 90 days for parts and labor.
J.	If the product purchased in not listed, please refer to the warranty information on the product packaging.

II. Who Is Covered Under the Warranty

The warranty is non-transferable. Only the original customer is covered under the warranty. Thermaltake products sold from auction sites such as eBay.com and Amazon.com by private sellers cannot be honored.

III. What Is and Is Not Covered Under the Warranty

It is important to note that our warranty is not an unconditional guarantee for the duration of the warranty. Should the product, in Thermaltake's opinion, malfunction within the warranty period, Thermaltake will at its discretion repair or replace the product that is equal or greater in value depending on supply. Any replaced parts become the property of Thermaltake. The warranty does not apply to the software component of a product or a product which has been damaged due to accident, misuse, abuse, improper installation, usage not in accordance with product specifications and instructions, natural or personal disaster, or unauthorized alterations, repairs or modifications.

The warranty does not cover any events including but not limited to:
· Any damages unrelated to manufacturing defects.
· Any unsuitable environment or use of the product in Thermaltake's opinion.
· Any product which has been modified without official permission from Thermaltake, or on which the serial number or warranty sticker has been defaced, modified, or removed.
· Damage, deterioration or malfunction resulting from:
Accident, abuse, misuse, neglect, fire, water, lightning, or other acts of nature, commercial or industrial use, unauthorized product modification or failure to follow instructions included with the product.
· Third party products using Thermaltake components will not be covered by warranty. Contact vendor or the manufacturer for information about servicing.
· Repair or attempted repair by anyone not authorized by Thermaltake
· Any shipment damages (claims must be made with the carrier).
· Thermaltake does not cover warranty for display samples and opened box items.
· Unauthorized repairs to a Thermaltake product will void the warranty offered by the warranty.
Thermaltake reserves the right to refuse to service any product which has been altered, modified or repaired by non-Thermaltake service personnel.

· Thermaltake does not warrant that this product will meet customer's requirements. It is customer's responsibility to determine the suitability of this product.
· Removal or installation charges.
· Customer is responsible for the cost of shipping the product to Thermaltake. Thermaltake pays the cost of returning a product to customer.
· Thermaltake reserves the right to replace the product with a service product at their sole discretion at any time.

IV. Limitations Of Implied Warranties

There are no other oral or written warranties, expressed or implied, including but not limited to those of merchantability or fitness for a particular purpose. The duration of implied warranties is limited to the warranty length specified in Paragraph I.

V. Proof of Purchase

In the unlikely event that warranty service is required, Thermaltake will request a proof of purchase (store receipt or invoice) and the user must provide that in order to receive warranty service unless permitted otherwise.

VI. Exclusion of Damages (Disclaimer)

Thermaltake's sole obligation and liability under this warranty is limited to the repair or replacement of a defective product at our option. Thermaltake shall not, in any event, be liable to the purchaser or any third party for any incidental or consequential damage, (including, but not limited to, damages resulting from interruption of service, loss of data and loss of business), or liability in tort relating to this product or resulting from its use or possession.

Website: http://www.thermaltakeusa.com/

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.