

## Ducoterra Material Warranty Process

Under [Ducoterra's Lifetime Material Warranty](#), they require an [Ohm test](#) (How to perform an Ohm Test steps are linked) to be sure the heater itself is malfunctioning and there is not a short somewhere else on the circuit.

Once we receive the results of the Ohm Test, we will notify the manufacturer of this warranty request.

Then the heater will need to be returned to be serviced under the warranty, and shipped back.

Ducoterra  
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Below are a few helpful resources for your electrician or original installer to assist with getting down the panel:

[SolaRay Installation](#) - this page has a video for how to remove the screw plugs

Please contact Heating Green with the results of the Ohm Test and we will be able to proceed with the manufacturer regarding the warranty.

