

Warranty

What is covered?

This Warranty covers any defects in materials or workmanship when the product is installed and operated according to written installation instructions, subject to the terms within this Limited Warranty document. This Warranty applies only to products that are installed by a factory authorized or licensed contractor. Improper installation may void this Warranty. It is strongly suggested that you use a factory authorized or licensed installer who has attended a product knowledge class before installing this water heater. This Warranty extends to the original purchaser, but only while the product remains at the site of the original installation. This Warranty only extends through the first installation of the product and terminates if the product is moved or reinstalled at a new location.

How long does coverage last?

Item	Period of Coverage (from date of purchase)	
	Residential Applications	Commercial Applications including radiant heating
Heat Exchanger	12 years *	5 years *
All Other Parts and Components	5 years *	5 years *
Reasonable Labor	1 year	

* Note: Period of coverage is reduced to 3 years from date of purchase when used as a circulating water heater within a hot water circulation loop, where the water heater is in series with a circulation system and all circulating water flows through the water heater, and where an on-demand recirculation system is not incorporated.

On-demand recirculation is defined as a hot water recirculating loop or system that utilizes existing hot and cold lines or a dedicated return line, and only activates when hot water is used. It can be activated by a push button, motion sensor, or voice activation but not by a temperature sensor. A timer added to a standard recirculating pump is not considered as on-demand.

There is no warranty coverage on product installed in a closed loop application, commonly associated with space heating only applications.

Use of an commercial controller in a residential dwelling will reduce the warranty coverage to that of a commercial warranty application.

The integrated controller on indoor models has a 1 year warranty on parts.

What will be done?

Repair or replacement of the covered product or any part or component that is defective in materials or workmanship as set forth as follows. Payment of reasonable labor charges associated with the repair or replacement of any such part or component. All repair parts must be genuine OEM parts. All repairs or replacements must be performed by an individual or servicing company that is properly trained, factory authorized or licensed to do the type of repair.

Replacement of the product may be authorized by the manufacturer only. The manufacturer does not authorize any person or company to assume for it any obligation or liability in connection with the replacement of the product. If it is determined that repair of a product is not possible, the product will be replaced with a comparable product, at the manufacturer's discretion. If a component or product returned to the manufacturer is found to be free of defects in material or workmanship, or damaged by improper installation or damaged during return shipping, the warranty claim for product, parts and labor may be denied.

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How do I get service?

You must contact a factory authorized/licensed contractor or authorized service provider for the repair of a product under this Warranty. For the name of a qualified/authorized service provider please contact your place of purchase, call 1-866-677-4960 or write to 500 Tennessee Waltz Parkway, Ashland City, TN 37015.

Proof of purchase is required to obtain warranty service. You may show proof of purchase with a dated sales receipt.

What is not covered?

This Warranty does not cover any failures or operating difficulties due to the following:

- accident, abuse, or misuse
- alteration
- misapplication
- force majeure
- improper installation (such as but not limited to inadequate water quality, condensate damage, improper venting, incorrect gas type, incorrect gas or water pressure, or absence of a drain pan under the appliance)
- improper maintenance (such as but not limited to scale buildup, freeze damage, or vent blockage)
- incorrect sizing
- any other causes other than defects in materials or workmanship

This Warranty does not apply to any product whose serial number or manufacture date has been defaced. This Warranty does not cover any product used in an application that uses chemically treated water such as a pool or spa heater. This appliance is suitable for filling large or whirlpool bath tubs with potable water. Refer to the Water Quality Section in the Operation and Installation Manual.

No one is authorized to make any other warranties on behalf of the manufacturer. Except as expressly provided herein, there are no other warranties, expressed or implied, including, but not limited to warranties of merchantability or fitness for a particular purpose, which extend beyond the description of the warranty herein and further the manufacturer shall not be liable for indirect, incidental, special, consequential or other similar damages that may arise, including lost profits, damage to person or property, loss of use, inconvenience, or liability arising from improper installation, service or use. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

Limitation on implied warranties

Any implied warranties of merchantability and fitness arising under state law are limited in duration to the period of coverage provided by this limited Warranty, unless the period provided by state law is less. Some states do not allow limitations on how long an implied Warranty lasts, so the above limitation may not apply to you.

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.