

Heat Transfer

GAS WATER HEATER and SOLAR GAS WATER HEATER FOR RESIDENTIAL AND COMMERCIAL USE

LIMITED WARRANTY For Heat Transfer Products Gas Water Heater Models

GENERAL

This Limited Warranty is only available to the original owner of this water heater. It is not transferable.

Heat Transfer Products warrants this water heater and its parts, to be free from defects in materials and workmanship, under normal use and service, for the Applicable Warranty Period. At its option Heat Transfer Products will repair or replace the defective water heater, or defective part(s), in accordance with the terms of this Limited Warranty, if it fails in normal use and service during the Applicable Warranty Period. The replacement water heater must be manufactured by Heat Transfer Products. The replacement part(s) must be Heat Transfer Products authorized part(s). The replacement unit will be warranted only for the unexpired portion of the original water heater's Applicable Warranty Period. Replacement parts will be warranted for 90 days.

EFFECTIVE DATE

The Effective Date of warranty coverage (or the beginning of the Applicable Warranty Periods) is the date of original installation of the water heater, if properly documented. Otherwise, it is the date of manufacture of the water heater.

Residential Use Warranty

Water Heaters used in a "Residential" setting shall mean usage in a single family dwelling. "Residential" Setting shall also mean usage in a multiple family dwelling provided that the Water Heater services only (1) dwelling in the multiple family dwelling.

Applicable Residential Warranty

1 year – Parts, 7 Years Tank

Commercial Use Warranty

Water Heaters used in a commercial setting shall mean any usage not falling within the above definition of a "Residential Setting"

Applicable Commercial Warranty

1 year – Parts, 3 Years Tank

WARRANTY EXCLUSIONS

This Limited Warranty will not cover:

- a) Service trips to teach you how to install, use or maintain this water heater or to bring the water heater's installation into compliance with local building codes and regulations
- b) Damages, malfunctions, or failures resulting from failure to install the water heater in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices.
- c) Damages, malfunctions, or failures resulting from improper installation or failure to operate and maintain the water heater in accordance with the manufacturer's instructions provided.
- d) Performance problems caused by improper sizing of the water heater or the gas supply line, the venting connection, combustion air openings, electric service voltage, wiring, or fusing.
- e) Damages, malfunctions, or failures caused by improper conversion from natural gas to LP gas or LP gas to natural gas fuel source.
- f) Damages, malfunctions or failures caused by operating the water heater with modified, altered, or unapproved parts installed.
- g) Damages, malfunctions, or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God, and the like.
- h) Tank failures (leaks) caused by operating the water heater in a corrosive or contaminated atmosphere.
- i) Damages, malfunctions, or failures caused by operating the water heater with an empty, or partially empty, tank (also known as "dry firing".)
- j) Damages, malfunctions, or failures caused by operating the unit at water temperatures exceeding the maximum setting of the operating, or high limit, control.
- k) Tank failures caused by operating the water heater when it is not supplied with potable water, free to circulate at all times. Failure of this heater due to the accumulation of solid materials and lime deposits is not covered by warranty. If water conditions warrant, a properly maintained lime inhibitor or water softener should be installed with this heater. It is the owner's responsibility to properly maintain the equipment. (Refer to the installation manual for water quality limits.)
- l) Damages, malfunctions, or failures caused by subjecting the tank to pressures, or firing rates, greater than those shown on the rating label.
- m) Damages, malfunctions, or failures resulting from the use of any attachment, including any energy saving device, not supplied by Heat Transfer Products.
- n) Units installed outside the fifty states (and the District of Columbia) of the United States of America.
- o) Water heaters moved from the original installation location.
- p) Water heaters that have had their rating labels removed. A water heater should not be operated if the rating label is removed.
- q) This water heater must be located in an area where leakage of the tank or water line connections and the combination temperature and pressure relief valve will not result in damage to the area adjacent to the water heater or to lower floors of the structure. When such locations cannot be avoided, a suitable drain pan, adequately drained, must be installed under the water heater.
- r) Any unit purchased from an unauthorized dealer or online retailer.
- s) Failure due to thermal expansion due to failure to provide an adequate expansion device.

LABOR, SHIPPING AND PROCESSING COSTS

This Limited Warranty does not cover any **labor expenses** for service, repairs, reinstallation, permits, or removal and disposal of the failed water heater, or defective component part(s). All such expenses are your responsibility.

This limited warranty does not extend to transportation cost, delivery expenses, or administrative fees incurred by the original owner of the water heater.

Heat Transfer Products does not authorize, recommend, or receive any benefit from any **claims processing or similar fees** charged by others to process warranty claims for any water heater, or part(s). Heat Transfer Products will not reimburse any party for these, or any other, fees not specifically covered in this Limited Warranty document.

HOW TO OBTAIN WARRANTY CLAIM ASSISTANCE

Any claim for warranty assistance must be made promptly. First, determine if your Water Heater is "in-warranty" (that is, within the Applicable Warranty Period). You can determine your unit's warranty status by obtaining the complete model number, the complete serial number and the installation date of your water heater by contacting Heat Transfer Products Warranty Department (telephone number 1-508-763-8071) during normal working hours to determine if the Applicable Warranty Periods have expired.

If your water heater is "in-warranty", contact the plumber, or mechanical contractor, that installed it for assistance with the warranty repairs, or replacement, required. You may also select a plumber, or mechanical contractor from your local Yellow Pages to assist you. Be prepared to provide the plumber or the mechanical contractor you call with the complete model number, the complete serial number, and the date of installation of your water heater in addition to an explanation of your water heater problem.

If an exact replacement is not available, Heat Transfer Products will provide your supplier/contractor with the current model of your water heater, or component part(s), or a replacement unit with comparable operating features. If government regulations or industry certification or similar standards require the replacement water heater, or replacement part(s), to have features not found in the defective water heater, or the defective part(s), you will be charged for the difference in price represented by those required features. If you pay the price difference for those required features and/or to upgrade the size and/or other features available on a replacement new water heater, you will also receive a complete new Limited Warranty (with the full Applicable Warranty Period) for the replacement new water heater.

DO NOT DESTROY, OR DISPOSE OF, ANY "IN-WARRANTY" FAILURE WATER HEATER, OR "IN-WARRANTY" DEFECTIVE PART(S). EVERY UNIT MUST BE RETURNED TO HEAT TRANSFER PRODUCTS WATER HEATER DISTRIBUTOR (WITH THE ORIGINAL RATING LABEL AND ALL OF THE PARTS INTACT) IN EXCHANGE FOR THE REPLACEMENT UNIT. Each defective "in-warranty" part to be replaced must be returned to Heat Transfer Products in exchange for the replacement component part. NOTE: Any parts or heaters returned to Heat Transfer Products for warranty analysis will become the property of Heat Transfer Products and will not be returned, even if credit is denied.

Warranty coverage is subject to validation of "in-warranty" coverage by Heat Transfer Products Claims Department personnel.

- To obtain warranty compensation for an "in-warranty" water heater failure, you must provide your plumber or mechanical contractor with: the failed unit (with the rating label and all the parts intact); the complete model number and the complete serial number of the Heat Transfer Products water heater that replaced the failed unit; and, the date the original water heater failed. You may also be required to provide documentary proof of the failed water heater's date of installation to establish its "in-warranty" status.
- To receive warranty coverage for "in-warranty" defective part, you must provide your plumber or mechanical contractor with the defective part; the complete model number and the complete serial number of the water heater from which the defective part was removed; and, the date the defective part failed. You may also be required to provide documentary proof of the date of installation of the water heater from which the defective part was removed – or the date of purchase of the component part (if it was purchased separately) – to establish the "in-warranty" status of the defective part.

Warranty claim documentation provided by your **local distribution channels** where original purchase was made should be mailed promptly to Heat Transfer Products, Warranty Dept. P.O. Box 429, 120 Braley Rd., East Freetown, MA 02717-0429.

EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY

This Limited Warranty is the only Warranty for this unit given by Heat Transfer Products. No one is authorized to make any other warranties on behalf of Heat Transfer Products. **ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED PREVIOUSLY. HEAT TRANSFER PRODUCT'S SOLE LIABILITY, WITH RESPECT TO ANY DEFECT, SHALL BE AS SET FORTH IN THIS LIMITED WARRANTY, AND ANY CLAIMS FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGE FROM WATER LEAKAGE) ARE EXCLUDED.** Some states do not allow limitations on how long an implied warranty lasts, or for the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

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

We suggest you immediately complete the information below and retain this Certificate of Limited Warranty in the event warranty service is needed. Reasonable proof of the date of installation of your water heater may be required to establish its "in-warranty" status. Otherwise, the Effective Date of the Limited Warranty will be the date of manufacture of the water heater plus ninety (90) days.

**DO NOT RETURN THIS DOCUMENT TO HEAT TRANSFER PRODUCTS.
KEEP IT WITH YOUR WATER HEATER OR BUSINESS RECORDS.**

Name of Owner/Business Location where Unit is installed: _____

Water Heater Installation Location Address: _____

Date Water Heater was installed: _____

Name of Plumber/Mechanical Contractor – Installer: _____

Plumber/Mechanical Contractor – Installer's Address: _____

Telephone Number of Plumber/Mechanical Contractor – Installer: _____

Complete Model Number of The Water Heater: _____

Complete Serial Number of The Water Heater: _____

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