

Limited Gas Tankless Water Heater Warranty

- The manufacturer warrants this product against defects in materials or workmanship as described in this document if installed within the United States. The manufacturer or its authorized Service Representative will, at its sole discretion, repair or replace any failed or defective mechanical or electrical parts, or components thereof, or, if the manufacturer or its authorized Service Representative cannot replace said parts, and repair is not commercially practicable, the manufacturer or its authorized Service Representative will refund the manufacturer's allowable amount. This amount does not include installation, shipping, increases related to governing bodies to meet efficiency or other requirements, and any other fees. The manufacturer may, at its sole discretion, use new, refurbished or reconditioned parts.

- Warranty for the following models:

T-KJr2, 110C, T-K4, 310U, 310C, T-D2, 510U, 510C, T-H3M, T-H3J, T-H3S, T-H3 and 540P. Water: incorrect water pipe sizing, water pressures that fall outside the product's specified range, recirculation flow rates that fall outside the product's specified range (air removal), and/or lack of proper methods of air removal in a closed-loop circulation system. (See installation manual for details.)

Single Family Domestic Hot Water	15 ⁽²⁾⁽³⁾		
Commercial or Multi-Family Domestic Hot Water	5 ⁽²⁾⁽³⁾	5	1
Single Family Combination Heating and Domestic Hot Water	10 ⁽³⁾⁽⁴⁾		

- (1) Limited Labor Coverage

- The manufacturer will provide for reasonable labor charges associated with warranty repairs or replacements within one (1) year from the date of purchase. Reasonable labor charges shall be determined at the sole discretion of the manufacturer and paid directly to the Service Representative or licensed plumbing professional.
 - Warranty service must be performed by an authorized Service Representative. A list of authorized Service Representatives is available upon request.
 - All warranty claims and warranty service must be authorized and approved by the manufacturer.
- Includes recirculation and storage tank applications with proper circulation pump control (e.g. aquastat and/or timer).
 - Lack of a proper pump control will reduce the heat exchanger and parts warranty to 3 years
 - In all applications, the total of length of operation time must be:
 - Less than 3,000 hours for T-KJr2, 110U Ser. 200, 110C, T-K4, 310U Ser. 200, 310C, T-H3M, T-H3J, and T-H3S models.
 - Less than 9,000 hours for T-D2, 510U Ser. 200, 510C, T-H3, and 540P models.
 - Combination heating and domestic hot water in commercial or multi-family applications will reduce the heat exchanger warranty to 5 years.

- General terms of limited warranty:

This limited warranty gives you specific legal rights, and you may also have other rights which vary from State to State. The manufacturer will honor the warranty to the original retail buyer at the original location only, within the United States, and it is not transferable.

THIS WARRANTY COVERS ONLY FAILED MECHANICAL AND ELECTRICAL PARTS DUE TO FACTORY DEFECTS UNDER NORMAL USAGE FOR THE PRODUCT'S INTENDED PURPOSES AND WITHIN THE APPLICABLE PERIOD SPECIFIED IN THE TABLE ABOVE. ONLY DIRECT DAMAGES SHALL BE RECOVERABLE BY A CLAIMANT UNDER THIS LIMITED WARRANTY AND, IN NO EVENT, WHETHER AS A RESULT OF BREACH OF CONTRACT, BREACH OF WARRANTY, TORT LIABILITY (INCLUDING NEGLIGENCE), STRICT LIABILITY, INDEMNITY OR OTHERWISE WILL BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR INDIRECT CONSEQUENTIAL DAMAGES INCLUDING PROPERTY DAMAGE, PERSONAL DAMAGES, LOSS OF USE, OR INCONVENIENCE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

- THIS WARRANTY WILL NOT COVER THE FOLLOWING:

- Any product that is not installed by a licensed plumber, gas installer, or contractor.
- Damages due to accidents, abuse, misuse, improper installation, misapplication, or incorrect sizing.
- Damages due to a lack of maintenance (e.g. water filter, water treatment system, vent blockage, etc.).
- Damages due to improper installation:
 - Water: incorrect water pipe sizing, water pressures that fall outside the product's specified range, recirculation flow rates that fall outside the product's specified range (air removal), and/or lack of proper methods of air removal in a closed-loop, circulation system. (See installation manual for details.)
- Damages due to water quality:
 - Introduction of pool water, spa water, or any chemically treated water into the product.
 - Introduction of hard water measuring more than 7 grains per gallon (120 ppm) for single family domestic applications or more than 4 grains per gallon (70 ppm) for all other types of applications into the product.
 - Introduction of untreated or poorly treated well water into the product.
 - Introduction of water with pH levels less than 6.5 and greater than 8.5 into the product.