

STANDARD BASIC LIMITED WARRANTY ON LIGHT DUTY COMMERCIAL GAS WATER HEATERS

GENERAL

The manufacturer warrants that, subject to verification of a warranty claim within the warranty period as described below, it will take the necessary corrective action to either repair or replace a water heater or component part which is determined to be defective in material or workmanship subject to the terms and conditions outlined in this document. Further, any replacement water heater or component part supplied under warranty will carry only the unexpired portion of the original water heater's warranty. The number of replacement water heaters is limited to one (1) per original unit purchased. If due to some extremely unusual circumstance, a replacement water heater or component part is found by our inspection & testing department to be defective, another heater or component part will be supplied to fulfill the obligation of the warranty of the original heater.

THE INNER TANK

If the inner tank fails within SIX (6)* years after the date of the original installation, a replacement water heater will be provided to the party from whom the unit was originally purchased. If an exact replacement is not available, the manufacturer reserves the right to furnish a comparable model water heater; however, a surcharge will be applied for any additional component(s) incorporated in the replacement water heater. The warranty reply card must be completed and sent back to the manufacturer within forty-five (45) days of the installation date. If said warranty card is not returned, the date indicated on the model serial plate will prevail.

COMPONENT PARTS

If any component part is found to be defective within ONE (1) year from the date of original installation, provided said defective part is an in-house factory made piece or an original factory approved OEM piece, the manufacturer will furnish a replacement part after the receipt and testing of the part claimed to be defective.

THIS WARRANTY WILL NOT APPLY

- 1) To defects or malfunctions resulting from failure to properly install, operate, or maintain the unit in accordance with the printed instructions.
- 2) If the installation does not conform to CSA &/or ETL Standards as well as any applicable national or local building codes.
- 3) To any damage or failure caused by abuse, accident, fire, floods, freezing, or other acts of God.
- 4) To any damage or failure caused by operating the heater without an approved temperature and pressure-relief valve having been installed.

- 5) To any damage or failure caused by operating the heater with an empty or partially empty inner tank or sediment build-up resulting in dry firing of the heating elements.
- 6) To any damage or failure caused by utilizing the heater in conjunction with any other energy saving device or other source(s) of energy not approved by the manufacturer; or for other than use with potable water without any additives such as salt, chlorine, or chemicals other than those added for the purpose of rendering the water fit to drink.
- 7) To any damage or failure caused by the removal of the anode &/ or by not assuring that there is a working anode in the tank at all times. All anodes must be checked at least once every two (2) years & replaced, if necessary
- 8) To any damages or failure caused by having affixed to the heater any non-factory made or factory approved replacement part(s) such as elements, controls, dip tubes, relief valves, etc.
- 9) To any damage caused by not having the water heater installed adjacent to a free-flowing drain in the event of water leakage.
- 10) If the heater is operated at water temperatures exceeding the maximum setting of the operating &/or high limit control or the heater is not supplied with potable water, free to circulate at all times.
- 11) If the heater has experienced the effect of thermal expansion due to excessive pressure (exceeding 300PSI). The result of excessive pressure usually reverses the bottom of the inner tank and can occur with the addition of a pressure reducing valve &/ or a check valve in the municipal water supply system in a single family dwelling.
- 12) If the heater is installed outside of Canada or the United States.

SERVICE LABOUR RESPONSIBILITY

This warranty does not cover any labour expense for service, removal, or re-installation of a replacement heater. All such expenses are your responsibility.

SHIPPING COSTS

If a water heater or component part is deemed to be replaced, the manufacturer will pay the transportation costs of the replacement unit to a convenient authorized distributor or retailer as selected by us. You must pay any local cartage including the cost of returning the replaced item to the authorized distributor or retailer from whom the replacement is coming from.

HOW TO MAKE A CLAIM

Any claim for warranty service should be made to your contractor, wholesaler, or retailer from whom the water heater was purchased. In turn, said contractor, wholesaler, or retailer will contact the manufacturer from whom they purchased the heater. If this procedure cannot be followed, contact any other local contractor, wholesaler, or retailer handling our water heaters. Also, for warranty information you may call the manufacturer's customer service department at (514) 645-8893 or 1-800-363-9354, ext. 240. We suggest that prior to calling the factory, that you make sure to have the model & serial number that is found on the outside casing of the heater. Proof of purchase showing the date, name, and place of the business from whom the water heater was purchased is essential to settle any warranty claim dispute over the length of the period of installation.

If an exact replacement is not available, a current model water heater or component part with comparable operating features will be provided by the manufacturer. If government regulations or industry standards require the replacement model water heater or component part to have features not found on the defective model water heater or component part, you will be charged the difference in price associated with these required features. If you pay the difference in price for these required features, you will receive a complete new Standard Basic Limited Warranty for the replacement water heater.

MISCELLANEOUS

No one is authorized to make any other warranties on the manufacturer's behalf. Any implied warranties of any nature offered by a third party other than what is stated in this Standard Basic Limited Warranty will not be honoured. No claims for incidental or consequential damages (including damages from leakage) will be accepted. If you do not return the warranty card, a proof of purchase showing the name, date, and location of the original source of purchase is a necessity to process a warranty claim. Failure to produce this documentation will result in the lesser or the warranty periods being offered. In order to avoid any confusion &/or disputes, we suggest that the warranty card be completed and mailed back no later than forty-five (45) days after installation.

EXTENDED WARRANTIES

For information on some premium quality residential gas & electric water heaters, contact your local licensed plumber, or look for them at selected retailers.

*SIX (6) years for residential use, THREE (3) years for light-duty commercial use and ONE (1) year for commercial use.