

*Certificate of  
Limited  
Warranty*



**GAS WATER HEATER  
FOR RESIDENTIAL AND  
COMMERCIAL USE**

## LIMITED WARRANTY

### For Heat Transfer Products Voyager 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 Voyager water heater, and its component 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 Voyager water heater, or defective component 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 component part(s) must be Heat Transfer Products authorized component 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 Voyager water heater, if properly documented. Otherwise, it is the date of manufacture of the Voyager water heater.

#### Residential Use Warranty

Voyager 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 Voyager Water Heater services only (1) dwelling in the multiple family dwelling.

#### Applicable Residential Warranty

**Warranty "A" 6 year – Parts, 10 Years Tank, including Heat Exchanger**  
**Warranty "B" 1 year – Parts, 10 Years Tank, including Heat Exchanger**

#### Commercial Use Warranty

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

#### Applicable Commercial Warranty

**Warranty "A" 6 year – Parts, 6 Years Tank, including Heat Exchanger**  
**Warranty "B" 1 year – Parts, 3 Years Tank, including Heat Exchanger**

#### WARRANTY EXCLUSIONS

This Limited Warranty will not cover:

- a) Service trips to teach you how to install, use or maintain this Voyager water heater or to bring the Voyager water heater's installation into compliance with local building codes and regulations
- b) Damages, malfunctions, or failures resulting from failure to install the Voyager 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 Voyager water heater in accordance with the manufacturer's instructions provided.
- d) Performance problems caused by improper sizing of the Voyager 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 Voyager 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 Voyager water heater in a corrosive or contaminated atmosphere.
- i) Damages, malfunctions, or failures caused by operating the Voyager water heater with an empty, or partially empty, tank (also known as "dry firing".)
- j) Damages, malfunctions, or failures caused by operating the Voyager unit at water temperatures exceeding the maximum setting of the operating, or high limit, control.
- k) Tank failures caused by operating the Voyager 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.
- 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 authorized by Heat Transfer Products.
- n) Voyager units installed outside the fifty states (and the District of Columbia) of the United States of America.
- o) Voyager commercial units moved from the original installation location.
- p) Voyager commercial units that have had their rating labels removed. A Voyager commercial 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, be installed under the water heater.
- r) Any unit purchased from an unauthorized dealer or online retailer.

## 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 Voyager 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 Voyager 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 voyager water heater, or component 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 Voyager Water Heater is "in-warranty" (that is, within the Applicable Warranty Period). You can determine your Voyager unit's warranty status by obtaining the complete model number, the complete serial number and the installation date of your Voyager 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 Voyager 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. Heat Transfer Products **Technical Service Department** personnel are available to assist you – by **telephone at (508) 763-8071** or via our Internet website ([www.HTProducts.com](http://www.HTProducts.com)) - in obtaining "in-warranty" service or to answer your questions about the operation or repair of your Voyager commercial water heater during normal business hours. Be prepared to provide the plumber, mechanical contractor, or Heat Transfer Products Technical Service person you call with the complete model number, the complete serial number, and the date of installation of your Voyager water heater in addition to an explanation of your Voyager water heater problem.

If an exact replacement is not available, Heat Transfer Products will provide you with the current model of your Voyager commercial water heater, or component part(s), or a replacement commercial unit with comparable operating features. If government regulations or industry certification or similar standards require the replacement Voyager water heater, or replacement component part(s), to have features not found in the defective Voyager commercial water heater, or the defective component 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 Voyager water heater, you will also receive a complete new Limited Warranty (with the full Applicable Warranty Period) for the replacement new Voyager water heater.

**DO NOT DESTROY, OR DISPOSE OF, ANY VOYAGER "IN-WARRANTY" FAILURE WATER HEATER, OR "IN-WARRANTY" DEFECTIVE COMPONENT PART(S). EVERY VOYAGER UNIT MUST BE RETURNED TO HEAT TRANSFER PRODUCTS WATER HEATER DISTRIBUTOR (WITH THE ORIGINAL RATING LABEL AND ALL OF THE COMPONENT PARTS INTACT) IN EXCHANGE FOR THE REPLACEMENT UNIT. Each defective "in-warranty" component part to be replaced must be returned to Heat Transfer Products in exchange for the replacement component part.**

Warranty compensation 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 Heat Transfer Products with: the failed Voyager unit (with the rating label and all the component parts intact); the complete model number and the complete serial number of the Heat Transfer Products commercial water heater that replaced the failed Voyager unit; and, the date the original Voyager water heater failed. You may also be required to provide documentary proof of the failed Voyager water heater's date of installation to establish its "in-warranty" status.
- To receive warranty compensation for "in-warranty" defective component part, you must provide Heat Transfer Products with: the defective component part; the complete model number and the complete serial number of the Voyager water heater from which the defective component 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 component 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 component part.

Warranty claim documentation should be mailed promptly to **Heat Transfer Products, Warranty Dept., P.O. Box 429, 120 Braley Rd., East Freetown, MA 02717-0429**

(CONTINUED ON REVERSE)

## 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 Voyager commercial 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 Voyager water heater plus ninety (90) days.

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

Name of Owner/Business Location  
where Commercial Unit is installed: \_\_\_\_\_

Voyager Water Heater Installation Location Address: \_\_\_\_\_  
\_\_\_\_\_

Date Voyager 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 Voyager Water Heater: \_\_\_\_\_

Complete Serial Number of The Voyager Heater: \_\_\_\_\_

**Heat Transfer Products, Inc.**  
**P.O. Box 429**  
**120 Braley Rd.**  
**East Freetown, MA 02717-0429**  
**508-763-8071**