



## Advanced Heating and Hot Water Systems

P.O. Box 429 · 120 Braley Road · East Freetown, MA 02717 · 508-763-8071 · Fax: 508-763-3769

### SuperStor Oil Fired Water Heater Limited Warranty

Five year warranty to assure your complete satisfaction.

HTP warrants each Oil Fired Water Heater to be free from defects in material and workmanship according to the following terms, conditions and time periods. **UNLESS OTHERWISE NOTED THESE WARRANTIES COMMENCE ON THE DATE OF INSTALLATION.** This limited warranty is only available to the **original owner** of this water heater, and is non-transferable.

#### Residential Use Warranty (1 year – Parts, 5 years – Tank)

Water heaters used in a “residential” setting shall mean usage in a single family dwelling where operating temperatures are less than 150°F. “Residential” shall also mean usage in a multiple family dwelling, provided that the water heater services only (1) dwelling within the multiple family dwelling.

#### Commercial Use Warranty (1 year – Parts, 1 year – Tank)

Water heaters used in a commercial setting shall mean any usage not falling within the definition of a “residential” setting.

### COVERAGE

- A. HTP warrants that it will repair or replace, at its option, without charge, any defective Oil Fired Water Heater or malfunctioning component thereof that is found to have failed due to manufacturer’s defect within the above-stated warranty periods. HTP will replace the defective or malfunctioning water heater or component with a replacement of the nearest comparable model available at the time of replacement. HTP will **NOT** accept claims from the purchaser for labor costs incurred as a result of the repair, replacement, removal, or reinstallation of an Oil Fired Water Heater or any component thereof. It is expressly agreed between HTP and the purchaser that repair or replacement are the exclusive remedies of the purchaser.
- B. If HTP is unable to repair or replace the water heater so as to conform to this warranty after a reasonable number of attempts, HTP will then provide, at its option, a replacement unit. The replacement water heater will be warranted for the unexpired portion of the applicable warranty period of the original water heater. These remedies are the purchaser’s exclusive remedies for breach of warranty.
- C. If government regulations, industry certification, or similar standards require the replacement water heater or part(s) to have features not found in the defective water heater or 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 new replacement water heater or part(s), you will also receive a complete new limited warranty for that replacement water heater or part(s).
- D. If at the time of a request for service the purchaser cannot provide a copy of the original sales receipt or the warranty card registration, the warranty period for the water heater shall then be deemed to have commenced thirty (30) days after the date of manufacture of the water heater and **NOT** the date of installation of the water heater.
- E. This warranty extends only to SuperStor oil fired water heaters utilized in heating applications that have been properly installed by qualified professionals based upon manufacturer’s installation instructions.
- F. A replacement water heater will be warranted for the unexpired portion of the applicable warranty period of the original water heater. Replacement parts will be warranted for 90 days.

### OWNER’S RESPONSIBILITIES

The owner or installer must:

1. To avoid the exclusion list in this warranty, it is recommended that the Oil Fired Water Heater be maintained in accordance to the maintenance procedure listed in the installation manual. Preventive maintenance can help to avoid any unnecessary breakdown of your water heater and keep it running at its optimum efficiency.
2. All related heating components must be maintained in good operating condition.
3. Keep the storage tank free of damaging scale deposits.
4. Have the storage tank assembly installed with a vacuum relief valve and temperature and pressure relief valve bearing the listing marks of the American Society of Mechanical Engineers (ASME) in accordance with local, state, and federal codes and ordinances.
5. Operate the storage assembly at pressure below that shown on the rating plate of the pressure relief valve.
6. Use the water heater in an open system, or in a closed system with a properly sized and installed thermal expansion tank.

### WARRANTY EXCLUSIONS

HTP does not warrant:

1. All labor charges incurred by any person in connection with the examination or replacement of parts claimed by the purchaser to be defective.
2. Any failed components of the heat system not manufactured by HTP as part of the Oil Fired Water Heater.
3. Oil Fired Water Heaters repaired or altered without prior written approval of HTP so as to affect adversely their reliability.
4. Any damages, defects or malfunctions resulting from improper maintenance, misuse, abuse, accident, negligence, freezing and the like.
5. Any damage or failure resulting from hard water scale buildup on the tank heat exchanger tubes.
6. Any damage or failure resulting from contaminated air, including, but not limited to, sheetrock particles, plasterboard particles, dirt or dust, being introduced into the Oil Fired Water Heater or its components.

7. 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.
8. Damages, malfunctions, or failures resulting from improper installation, failure to operate the water heater at pressures not exceeding the working pressure shown on the rating plate, or failure to operate and maintain the water heater in accordance with the manufacturer's provided instructions.
9. Failure to operate the water heater in an open system, or in a closed system with a properly sized and installed thermal expansion tank.
10. Failure or performance problems caused by improper sizing of the water heater, expansion device, or piping.
11. Components of the Oil Fired Water Heater that are not defective, but must be replaced during the warranty period as a result of reasonable wear and tear.
12. Components of the Oil Fired Water Heater that are subject to warranties, if any, given by their manufacturers, HTP does not adopt these warranties.
13. Malfunctions resulting from, or repairs necessitated by, flood, fire, wind, or lightning, or uses of the Oil Fired Water Heater for purposes other than that for which it was designed.
14. Any unit purchased from an unauthorized dealer or any online retailer.

#### **PROCEDURES FOR WARRANTY SERVICE REQUESTS**

Any claim for warranty assistance must be made promptly. Determine if the water heater is "in-warranty" (that is, within the applicable warranty period) by reviewing a copy of the original sales receipt. You must present a copy of the original sales receipt for a warranty service request. If your water heater is "in-warranty", contact the retailer from whom the water heater was purchased (or the installer) for assistance. Be prepared to provide the retailer or installer with a copy of your original receipt, complete model and serial numbers, and the date of installation of your water heater, in addition to explanation of your water heater problem.

Warranty coverage is subject to validation of "in-warranty" coverage by HTP claims department personnel. All alleged defective or malfunctioning parts must be returned to HTP via the **local distribution channels** where original purchase was made. **NOTE: Any parts or heaters returned to HTP for warranty analysis will become the property of HTP and will not be returned, even if credit is denied.**

If all warranty conditions are satisfied, HTP will provide replacement parts to the retailer.

If you have questions about the coverage of this warranty, please contact HTP at the address or phone number stated below:

**HTP**  
**P.O. Box 429**  
**120 Braley Road**  
**East Freetown, MA. 02717**  
**Attention: Warranty Service Department**  
**(800) 323-9651**

#### **SERVICE, LABOR AND SHIPPING COSTS**

This warranty does not extend to shipping charges, delivery expenses, or administrative fees incurred by the purchaser in repairing or replacing the Oil Fired Water Heater. This warranty does not extend to labor costs beyond the coverage specified in this warranty document.

#### **LIMITATIONS OF YOUR HTP WARRANTY AND REMEDIES**

**THE FOREGOING WARRANTIES ARE EXCLUSIVE AND ARE GIVEN AND ACCEPTED IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ANY OBLIGATION, LIABILITY, RIGHT, CLAIM OR REMEDY IN CONTRACT OR TORT, WHETHER OR NOT ARISING FROM HTP'S NEGLIGENCE, ACTUAL OR IMPUTED. THE REMEDIES OF THE PURCHASER SHALL BE LIMITED TO THOSE PROVIDED HEREIN TO THE EXCLUSION OF ANY OTHER REMEDIES INCLUDING WITHOUT LIMITATION, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SAID INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST PROFIT OR DAMAGES ALLEGED TO HAVE BEEN CAUSED BY ANY FAILURE OF HTP TO MEET ANY OBLIGATION UNDER THIS AGREEMENT INCLUDING THE OBLIGATION TO REPAIR AND REPLACE SET FORTH ABOVE. NO AGREEMENT VARYING OR EXTENDING THE FOREGOING WARRANTIES, REMEDIES OR THIS LIMITATION WILL BE BINDING UPON HTP. UNLESS IN WRITING AND SIGNED BY A DULY AUTHORIZED OFFICER OF HTP. THE WARRANTIES STATED HEREIN ARE NOT TRANSFERABLE AND SHALL BE FOR THE BENEFIT OF THE ORIGINAL PURCHASER OF A PIONEER™ ONLY.**

#### **NO OTHER WARRANTIES**

Your HTP Warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages so this limitation or exclusion may not apply to you.

These are the only written warranties applicable to the Oil Fired Water Heater manufactured and sold by HTP. HTP neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with said Oil Fired Water Heaters.

HTP reserves the right to change specifications or discontinue models without notice.