



**Glass Lined Storage Tank  
Five (5) Year Limited Warranty**

HTP warrants each glass lined storage tank to be free from defects in materials 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 the storage tank, and is non-transferable.

**COVERAGE**

- A. This warranty covers the storage tank assembly ONLY. The storage tank assembly consists of a stainless steel storage tank, insulation, and outer jacket.
- B. Should a defect or malfunction result in a leakage of water within the above-stated warranty periods due to defective material or workmanship, malfunction, or failure to comply with the above warranty, with such defect or malfunction having been verified by an authorized HTP representative, HTP will repair or replace the defective or malfunctioning storage tank with a replacement storage tank of the nearest compatible model available at the time of replacement. The replacement storage tank will be warranted for the unexpired portion of the applicable warranty period of the original storage tank.
- C. In the event of a leakage of water of a replacement storage tank due to defective material or workmanship, malfunction, or failure to comply with the above warranty, HTP reserves the right to refund to the original purchaser the published wholesale price available at the date of manufacture of the original storage tank.
- D. If at the time of a request for service the original consumer purchaser cannot provide a copy of the original sales receipt or the warranty card registration, the warranty period for the storage tank shall then be five (5) years from the date of manufacture of the storage tank and NOT the date of installation of the storage tank.
- E. This warranty extends only to storage tanks utilized in heating applications that have been properly installed by qualified professionals based upon manufacturer's installation instructions.
- F. It is expressly agreed between HTP and the original consumer purchaser that repair, replacement, or refund are the exclusive remedies of the original consumer purchaser.

**OWNER RESPONSIBILITIES**

To avoid the exclusion list in this warranty, the owner or installer must:

- 1. Have a vacuum relief valve and temperature and pressure relief valve bearing the listing marks of the American Society of Mechanical Engineers (ASME) installed with the storage tank assembly in accordance with federal, state, and local codes.
- 2. Operate the storage tank assembly at pressure below that shown on the rating plate on the pressure relief valve.
- 3. Keep the storage tank free of damaging scale deposits.
- 4. Make provisions so if the storage tank or any component part or connection thereto should leak, the resulting flow of water will not cause damage to the area in which it is installed.

**WARRANTY EXCLUSIONS**

This limited warranty will not cover:

- 1. Any storage tank purchased from an unauthorized dealer or online retailer.

- 2. Any storage tank not installed by a qualified heating installer/service technician.
- 3. Service trips to teach you how to install, use, maintain, or to bring the storage tank installation into compliance with local building codes and regulations.
- 4. Failure to locate the storage tank in an area where leakage of the tank or water line connections and the combination temperature and relief valve will not result in damage to the area adjacent to the storage tank or lower floors of the structure.
- 5. Any failed components of the heat system not manufactured by HTP as part of the storage tank.
- 6. Storage tanks repaired or altered without the prior written approval of HTP.
- 7. Damages, malfunctions, or failures resulting from failure to install the storage tank in accordance with applicable building codes/ordinances or good plumbing and electrical trade practices; or failure to operate and maintain the storage tank in accordance with the manufacturer's provided instructions.
- 8. Failure or performance problems caused by improper sizing of the storage tank, expansion device, or piping.
- 9. Damages, malfunctions, or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God and the like.
- 10. Tank failures (leaks) caused by operating the storage tank in a corrosive or contaminated atmosphere.
- 11. Failure of the heater due to the accumulation of solid materials, lime deposits, or water quality contrary to the manufacturer's provided instructions. WATER CHEMISTRY REQUIREMENTS (RESIDENTIAL USE) – Water pH between 6.5 and 8.5. Operating temperatures not exceeding 140°F. Hardness less than 12 grains (200 mg/L). Chloride concentration less than 100 ppm (mg/L). TDS less than 500 ppm (mg/L). (COMMERCIAL USE) - Water pH between 6.5 and 8.5. Hardness less than 7 grains (120 mg/L). Chloride concentration less than 100 ppm (mg/L). TDS less than 500 ppm (mg/L).
- 12. Production of noise, taste, odors, discoloration, or rusty water.
- 13. Damages, malfunctions, or failures caused by subjecting the tank to pressures greater than those on the rating label.
- 14. Storage tanks installed outside the fifty states (and the District of Columbia) of the United States of America and Canada.
- 15. Storage tanks moved from the original installation location.
- 16. Storage tanks that have had their rating labels removed.

**PROCEDURES FOR WARRANTY SERVICE REQUESTS**

Any claim for warranty assistance must be made promptly. Determine if the storage tank 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 storage tank is "in-warranty", contact the retailer from whom the storage tank 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 storage tank, in addition to explanation of your storage tank 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 tanks 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 following address or phone number: HTP, 272 Duchaine Blvd., New Bedford, MA, 02745, Attention: Warranty Service Department, 1(800) 323-9651.

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

This limited warranty does not extend to any shipping charges, delivery expenses, or administrative fees incurred by the purchaser in repairing or replacing the storage tank or part(s). This warranty does not extend to labor costs beyond the coverage specified in this warranty document. All such expenses are your responsibility.

**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 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 storage tank manufactured and sold by HTP. HTP neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with said storage tanks.

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