



Pioneer /Versa Flame Heating Appliance
Limited Warranty

Twelve year warranty to assure your complete satisfaction.

HTP warrants each Heating Appliance 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.**

COVERAGE

- A. During the first year after the date of installation, HTP warrants that it will repair or replace, at its option, any defective or malfunctioning component of the heating appliance that is found to have failed due to manufacturer's defect. Replacement parts will be warranted for ninety (90) days.
- B. During the first through seventh year after the date of installation, HTP warrants that it will repair or replace, at its option, any defective heating appliance that is found to have failed due to manufacturer's defect.
- C. During the eighth through twelfth year after the date of installation, HTP will repair or replace, at its option, any defective heating appliance found to have failed due to leaking at a cost to the purchaser equal to the following percentages of the manufacturer's list price in effect at the date of replacement:

Year of Claim	1-7	8 & 9	10 & 11	12
Percentage to be Paid by Purchaser	0 %	25 %	50 %	75 %

- D. 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 defects or malfunctioning having been verified by an authorized HTP representative, HTP will replace the defective or malfunctioning heating appliance with a replacement heating appliance of the nearest comparable model available at the time of replacement. The replacement appliance will be warranted for the unexpired portion of the applicable warranty period of the original appliance. No other component of the appliance will be replaced during this period.
- E. If government regulations, industry certification, or similar standards require the replacement heating appliance or part(s) to have features not found in the defective heating appliance or part(s), you will be charged 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 heating appliance or part(s), you will also receive a complete new limited warranty for that replacement heating appliance or part(s).
- F. In the event of a leakage of water of a replacement heating appliance 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 heating appliance.
- G. 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 heating appliance shall

then be deemed to have commenced thirty (30) days after the date of manufacture of the heating appliance and NOT the date of installation of the heating appliance.

H. This warranty extends only to heating appliances utilized in closed loop heating applications that have been properly installed based upon manufacturer's installation instructions.

I. 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'S RESPONSIBILITIES

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

- 1. Maintain the heating appliance in accordance with the maintenance procedure listed in the installation manual. Preventive maintenance can help avoid any unnecessary breakdown of the heating appliance and keep it running at optimum efficiency.
- 2. Ensure all related heating components are properly maintained and kept in good operating condition.
- 3. Check condensate lines to confirm that all condensate drains properly from the heating appliance.
- 4. Use the heating appliance in a closed system with a properly sized and installed thermal expansion tank.
- 5. Make provisions so if the heating appliance or any component part thereto should leak, the resulting flow of water will not cause damage to the area in which it is installed.
- 6. Operate the heating appliance at water pressures not exceeding the working pressure shown on the rating plate.

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 heating appliance.
- 3. Heating appliances repaired or altered without prior written approval of HTP so as to adversely affect 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 or domestic brazed plate heat exchanger.
- 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 heating appliance or its components including, but not limited to, the heat exchanger.
- 7. Damages, malfunctions, or failures resulting from failure to install the heating appliance 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 heating appliance at pressures not exceeding the working pressure shown on the rating plate, or failure to maintain and operate the heating appliance in accordance with the printed instructions that accompany the unit.

9. Failure to operate the heating appliance in a closed system with a properly sized expansion tank.
10. Failure or performance problems caused by improper sizing of the heating appliance, piping, expansion device, gas supply line, venting connection, combustion air openings, electric service voltage, wiring, or fusing.
11. Any damage or failure resulting from improper water chemistry. WATER CHEMISTRY REQUIREMENTS – Water pH between 6.5 and 8.5. Hardness less than 7 grains. Chloride concentration less than 100 ppm. Total dissolved solids less than 500 ppm.
12. Any damages, malfunctions, or failures resulting from the use of dielectric unions.
13. Components of the heating appliance that are not defective, but must be replaced during the warranty period as a result of reasonable wear and tear.
14. Components of the heating appliance that are subject to warranties, if any, given by their manufacturers; HTP does not adopt these warranties.
15. Malfunctions resulting from, or repairs necessitated by, flood, fire, wind, or lightning, or uses of the heating appliance for purposes other than that for which it was designed.
16. Any unit purchased from an unauthorized dealer or any online retailer.
17. Damages, malfunctions, or failures caused by operating the appliance with modified, altered, or unapproved parts.
18. Units installed outside the fifty states (and the District of Columbia) of the United States of America and Canada.

PROCEDURES FOR WARRANTY SERVICE REQUESTS

Any claim for warranty assistance must be made promptly. Any claim for warranty assistance must be made promptly. Determine if the heating appliance 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 heating appliance is “in-warranty”, contact the retailer from whom the heating appliance 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 heating appliance, in addition to explanation of your 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 heating appliances 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 warranty does not extend to shipping charges, delivery expenses, or administrative fees incurred by the purchaser in repairing or replacing the heating appliance. 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 OR VERSA FLAME 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 Pioneer or Versa Flame manufactured and sold by HTP. HTP neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with said heating appliances.

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