



## Advanced Heating and Hot Water Systems

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### Limited Storage Tank Warranty

Limited warranty to assure your complete satisfaction.

#### WHAT DOES THIS LIMITED WARRANTY COVER?

This limited warranty covers the glass-lined tank for leakage or other malfunction caused by defects in materials and/or workmanship. It extends to the first buyer and to any subsequent owner(s) as long as the storage tank remains installed at its original place of installation.

#### WHAT DOES THIS LIMITED WARRANTY NOT COVER?\*

This limited warranty does not cover leakage or other malfunction caused by:

- a. Defective installation, and specifically, any installation which was made:
  - i. in violation of applicable state or local plumbing, housing, or building codes, or
  - ii. without a certified American Gas Association, ASME, or comparable combination temperature and relief valve.
- b. Adverse location conditions, and specifically, sediment or lime precipitate in the tank or corrosive elements in the atmosphere.
- c. Misuse, and specifically, operations, and lack of maintenance removal of magnesium anode(s), disconnection, alteration, or addition of non-approved components or apparatus, operation with fuels or at settings other than those set forth on the rating plate, or accidental or other exterior damage.
- d. Production of noise, taste, odors, discoloration or rusty water.
- e. Incidental property damage, loss of use, inconvenience, or other incidental or consequential costs.
- f. Costs associated with the replacement and/or repair of the unit, including:
  - i. any freight, shipping, or delivery charges,
  - ii. any removal, installation, or reinstallation charges,
  - iii. any material, and/or permits required for installation, reinstallation, or repair, or,
  - iv. charges to return the defective storage tank to the manufacturer.

\* Restrictions are not applicable to implied warranties in California. See "Special State Provisions" on reverse side.

#### WHAT IS THE PERIOD OF COVERAGE?

This limited warranty runs from the date of installation (or, without proof of installation, from three (3) months after the date of manufacture) for the period specified on the following chart. To determine length of coverage, check model number listed on the rating plate of appliance against this chart.

MODEL NUMBER PREFIX	MODEL NUMBER SUFFIX	LIMITED TANK WARRANTY**
S, JS, B, J	None	Five (5) Years
S, JS, B, J	DG (Double Glass)	Ten (10) Years (Double Glass)
S, JS, B, J	Epoxy	One (1) Year

\*\* All replacement storage tanks carry the balance of the original warranty, i.e. If an original five (5) year tank warranted storage tank develops a leak due to defects in materials/workmanship after only two (2) years, the replacement unit is warranted for only the balance remaining from the original five (5) year warranty, or three (3) years in this example.

#### WHAT IS THE DURATION OF THE IMPLIED WARRANTY?

ANY IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY IMPOSED ON THE SALE OF THE WATER STORAGE TANK UNDER THE LAWS OF THE STATE OF SALE ARE LIMITED IN DURATION TO ONE YEAR FROM DATE OF ORIGINAL INSTALLATION.

#### HOW DOES STATE LAW RELATE TO THE WARRANTY?

Some states do not allow:

1. Limitations on how long an implied warranty lasts.
2. Limitations on incidental or consequential damages.

So the above limitations or exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**WHAT WILL WE DO TO CORRECT PROBLEMS?**

If a defect occurs within the warranty period, we will:

- A. Provide a replacement storage tank of our manufacture, or, at our option, repair any unit which develops a leak in the steel tank within the tank warranty period. To obtain a replacement, you must forward the rating plate from the defective unit to us. The replacement storage tank will be warranted for the unexpired portion of the applicable warranty period of the original storage tank.
- B. If government regulations require the replacement storage tank to have features not found in the defective storage tank, the owner will be charged the difference in price represented by those required features. If the owner pays the price difference for those required features and/or to upgrade the size and/or other features available on a new replacement storage tank, the owner will also receive a complete new limited warranty for that replacement 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, we reserve 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 owner cannot provide a copy of the original sales receipt or the extended warranty registration, the warranty period for the water heater shall then be deemed to have started on the date of manufacture of the water heater and **NOT** the date of installation of the water heater, and be covered by the unexpired portion of the Limited Warranty detailed above.
- E. This warranty extends only to water heaters utilized in heating applications that have been properly installed by qualified professionals based upon the 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.
- G. We reserve the right to verify any claims of defect by inspection.

**WHAT WILL WE NOT DO?**

We will not:

- 1. Repair or replace any storage tank, or part, subject to conditions outlined in “What Does This Limited Warranty Not Cover?”
- 2. Reimburse any costs associated with repair and/or replacement.
- 3. Replace and/or repair any storage tank without complete model/serial number.
- 4. Replace any storage tank without prior receipt of actual rating plate from the appliance.

**HOW DO YOU GET WARRANTY ASSISTANCE?**

Upon discovering a defect or problem, you should:

- 1. Contact either the installer or dealer, or
- 2. Contact us --

**HTP**  
**272 Duchaine Road**  
**New Bedford, MA**  
**02745**  
**Attention: Warranty Service Department**  
**1(800) 323-9651**

**WHAT SHOULD YOU DO TO KEEP THE WARRANTY IN EFFECT?**

To facilitate warranty assistance, you should:

- 1. Retain all bills of sale or receipts for proof of installation, etc.
- 2. Contact your installer, dealer, or our Warranty Department as soon as any problem or defect is noticed.
- 3. When necessary, allow us, or our chosen representative, to inspect the unit.
- 4. For our reference, fill in the Model and Serial Number found on the unit Rating Plate

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date of Installation: \_\_\_\_\_

**SPECIAL STATE PROVISIONS**

For storage tank(s) installed in California or Oregon, paragraphs 2(c) (i) (iv) of the paragraph “WHAT DOES THIS WARRANTY NOT COVER?” does not apply.

All other terms and conditions of this warranty apply as stated.