



Limited Warranty for Residential Tankless Water Heaters

HTP warrants each instantaneous water heater and its parts 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 this water heater, and is non-transferable.

Table with 2 columns: Residential Use Warranty (Twelve (12) years – Heat Exchanger, Five (5) years – Parts) and Commercial Use Warranty (Five (5) years – Heat Exchanger, One (1) Year – Parts). Includes USE DEFINITIONS for Residential and Commercial use.

COVERAGE

- A. During the first year after the original date of installation, HTP warrants that it will repair or replace, at its option, any defective or malfunctioning component of the water heater with a component of equivalent size and current model.
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, HTP will replace the defective or malfunctioning water heater with a replacement of the nearest comparable model available at the time of replacement.
C. In the event of a leakage of water of a replacement water heater 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 water heater.
D. 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), the owner will be charged the difference in price represented by those required features.
E. If at the time of a request for service the owner cannot provide a copy of the original sales receipt or the warranty 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.
F. 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.
G. 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. Maintain the water heater in accordance with the maintenance procedure listed in the manufacturer's provided instructions. Preventive maintenance can help avoid any unnecessary breakdown of your water heater and keep it running at optimum efficiency.
2. Maintain all related system components in good operating condition.
3. If the cold water supply line has a backflow preventer, then an expansion tank should be installed to allow for water expansion.
4. Use the water heater at water pressures not exceeding the working pressure shown on the rating plate.

WARRANTY EXCLUSIONS

- This limited warranty will not cover:
1. Any water heater purchased from an unauthorized dealer or online retailer.
2. Any water heater not installed by a qualified heating installer/service technician, or installations that do not conform to ANSI, CSA, and/or ETL standards, as well as any applicable national or local building codes.
3. Service trips to teach you how to install, use, maintain, or to bring the water heater installation into compliance with local building codes and regulations.
4. Failure to locate the water heater 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 water heater or lower floors of the structure.
5. Any failed components of the heat system not manufactured by HTP as part of the water heater.
6. Water heaters repaired or altered without the prior written approval of HTP.
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 with a properly sized and installed thermal expansion tank.

10. Failure or performance problems caused by improper sizing of the water heater, expansion device, piping, or the gas supply line, the venting connection, combustion air openings, electric service voltage, wiring or fusing.

11. Damages, malfunctions, or failures caused by improper conversion from natural gas to LP gas or LP gas to natural gas.

12. Damages, malfunctions, or failures caused by operating the water heater with modified, altered, or unapproved parts.

13. Damages, malfunctions, or failures caused by abuse, accident, fire, flood, freeze, lightning, acts of God and the like.

14. Tank failures (leaks) caused by operating the water heater in a corrosive or contaminated atmosphere.

15. Damages, malfunctions, or failures caused by operating the water heater with an empty or partially empty tank ("dry firing"), or failures caused by operating the water heater when it is not supplied with potable water, free to circulate at all times.

16. Failure of the heater due to the accumulation of solid materials and lime deposits.

17. Any damage or failure resulting from improper water chemistry, or heating anything other than potable water. **DEFINITION OF POTABLE WATER** - Potable water is defined as drinkable water supplied from utility or well water in compliance with EPA secondary maximum contaminant levels (40 CFR Part 143.3) as shown in the table.

18. Components of the water heater that are not defective, but must be replaced during the warranty period as a result of reasonable wear and tear.

19. Damages, malfunctions, or failures caused by subjecting the water heater to pressures or firing rates greater than those shown on the rating label.

20. Damages, malfunctions, or failures resulting from the use of any attachment(s) not supplied by HTP.

21. Water heaters moved from the original installation location.

22. Water heaters that have had their rating labels removed.

EPA DEFINITION OF POTABLE WATER	
Contaminant	Level
Total Hardness (Residential Use - Below 140°F water temperature)	200 mg/l (12 grains/gallon)
Total Hardness (Commercial Use - 140°F and above water temperature)	120 mg/l (7 grains/gallon)
Aluminum	0.05 to 0.2 mg/l
Chloride	100 mg/l
Color	15 color units
Copper	1.0 mg/l
Corrosivity	Non-corrosive
Fluoride	2.0 mg/l
Foaming Agents	0.5 mg/l
Iron	0.3 mg/l
Manganese	0.05 mg/l
Odor	3 threshold odor number
pH	6.5 – 8.5
Silver	0.1 mg/l
Sulfate	250 mg/l
Total Dissolved Solids (TDS)	500 mg/l
Zinc	5 mg/l
Dissolved Carbon Dioxide (CO2)	15 mg/l or ppm

#### 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 or warranty registration. The owner must present a copy of the original sales receipt or warranty registration for a warranty service request.

If the water heater is "in-warranty", contact the distributor from whom the water heater was purchased (or the installer) for assistance. Be prepared to provide the retailer or installer with a copy of the original receipt, complete model and serial numbers, and the date of installation of the water heater, in addition to explanation of the 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.

For questions about the coverage of this warranty, please contact HTP at the following address or phone number stated below: 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 owner in repairing or replacing the water heater or part(s). This warranty does not extend to labor costs beyond the coverage specified in this warranty document. All such expenses are the owner's 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

This 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 commercial 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 commercial water heaters. HTP reserves the right to change specifications or discontinue models without notice.