

# LIMITED WARRANTY

## COMMERCIAL HOT WATER SUPPLY BOILER LIMITED WARRANTY



### EFFECTIVE

If within **FIVE** years after initial installation of the boiler, a heat exchanger or gas burner shall prove upon examination by the warrantor to be defective in material or workmanship, the warrantor, at his option will exchange or repair such part or portion.

For **1 Year**, in the event of part failure, we will repair or, at our discretion, replace the defective part.

We warrant this product against defects in materials or workmanship as described in this document if installed within the United States or Canada and provided the product remains at its original place of installation.

Warranty coverage begins the date of installation OR the date of manufacture if installation cannot be verified.

### WHAT'S COVERED

Subject to these terms, in the event of defect in materials and/or workmanship resulting in a **heat exchanger leak** during the **first five years**, we will:

- Replace or repair the heat exchanger.

Subject to these terms, in the event of a defect in materials and/or workmanship appearing during the **first year**, we will:

- Repair or, at our discretion, replace any part of the boiler covered under this limited warranty excluding parts subject to normal maintenance (Example: non-electronic anode rod, filter, etc)

**Service / labor, shipping, delivery, installation, handling or any other costs are not covered at any time under this warranty.**

Any replacement part or product will be warranted only for the unexpired portion of the original boiler's limited warranty period.

### WHAT'S NOT COVERED

- Problems caused by improper: gas supply line sizing, gas type, venting, connections, combustion air, voltage, wiring, or fusing
- Failure to follow applicable codes
- Failure to follow printed instructions
- Abuse, misuse, accident, fire, flood, Acts of God
- Improper installation, sizing, delivery, or maintenance
- Claims related to rust, noise, smell, or taste of water
- Failure to conduct authorized factory start up if required
- Alterations to the boiler
- Non-outdoor boilers installed outdoors
- Damages due to a failure to allow for thermal expansion
- Heat exchanger failure due to lack of adequate / proper supply of water
- Boilers moved from their original location
- Service trips to explain proper installation, use, or maintenance of the product/unit or to describe compliance requirements under applicable codes and regulations
- Charges related to accessing your boiler including but not limited to door/wall removal, equipment rental, etc.
- Replacement parts after expiration of this warranty

### LIMITATIONS

NOTWITHSTANDING ANYTHING ELSE TO THE CONTRARY, THIS IS YOUR SOLE AND EXCLUSIVE WARRANTY. ALL OTHER WARRANTIES INCLUDING A WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED. SELLER SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE OR OTHER INDIRECT DAMAGES. TOTAL LIABILITY ARISING AT ANY TIME SHALL NOT EXCEED THE PURCHASE PRICE PAID WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY.

### SERVICE INQUIRIES:

**For service inquiries call the telephone number listed below.** Be prepared to provide the following information: name, address, and telephone number; the model and serial number of the boiler; proof of installation; and a clear description of the problem.

For your records, fill in the product:

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

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

U.S. Customers:

**A. O. Smith Corporation**  
500 Tennessee Waltz Parkway  
Ashland City, Tennessee 37015  
800-527-1953  
[www.hotwater.com](http://www.hotwater.com)

Canadian Customers:

**P. O. Box 310 – 768 Erie Street**  
Stratford (Ontario) N5A 6T3  
800-265-8520