

Hyprotherm Home & Commercial Wood Boiler Warranty

20 Year Limited Warranty

Hyprotherm, LLC of Salem Arkansas, 72576, herein known as Hyprotherm, warrants material and labor on any defects in workmanship on the fire box for a period of 20 years from the purchase date to the original owner only (see proration below) and on the water jacket for a period of 10 years from the purchase date to the original owner only (see proration below). If there is a leak in your properly delivered, installed and maintained commercial boiler, we will cover repair costs for the first 5 years and prorated after that (see below). Repair can be denied if the unit's water jacket has exceeded 220 degrees. The thermostat must be set so the water jacket temperature never falls below 150F otherwise condensation will be created on the inside of the firebox and will cause corrosion that is not covered under warranty.

This warranty is limited to defective parts and excludes any incidental and consequential damages connected therewith. Hyprotherm does not warranty damage or malfunction to any interior portion of the boiler caused by ash corrosion or allowing the unit to overheat. All interior portions (especially corners) must have the ash stirred daily to prevent caking and be completely cleaned out of all ashes and creosote a minimum of 2 times per year, half way through the heating season and at the end of heating season. The chimney must be covered or have a rain cap when the boiler is not in use. Caulk around chimney and potable lid must be inspected frequently and re-sealed if necessary. Caulk sealant and rope gaskets are not covered under this warranty. Damage caused by abuse, neglect, accidents, improper installation, customer or dealer modification, overheating and/or freezing will not be covered under warranty. Damage caused by burning flammable materials (i.e. petroleum products), wet (green) wood or anything other than dry coal or dry, seasoned cordwood will not be covered under warranty. Hyprotherm does not warranty boilers against environmental conditions out of its control. Hyprotherm does not warranty or guarantee against your area's governing laws or changes in your area's governing laws that will affect the use or non-use of the unit.

Hyprotherm is not responsible for replacement of water, water treatment, antifreeze and glycol, costs of transportation or shipping charges. On sight non-warranty parts and labor will be provided at the discretion of your dealer. Please contact your dealer for their current non-warranty rates. Labor is not covered for repairing or replacing electrical or other components not a part of the welded assembly that is under warranty.

Hyprotherm commercial wood boilers are not meant to be your sole source of heat. It is the responsibility of the owner to have a backup system in place. If you do not have a backup source of heat you are at risk of damage due to lack of heat. Hyprotherm will not warranty or be responsible for any damage caused by lack of heat at your premises or for any cost incurred from using a backup heat system in the event of a boiler failure.

There is no written or implied performance warranty on the boiler as Hypotherm has no control over the installation, structure insulation, maintenance, daily operation and heating demand on a unit or what is burned in the boiler. Hypotherm will not cover or be held responsible for any cost of wood or coal burned in excess of what is expected or considered normal as installation, fuel being used, structure size and insulation conditions are out of its control.

Treatment & Testing

Your boiler must have an approved by Hypotherm “boiler treatment” added during initial filling with water, antifreeze or glycol and a water sample must be submitted for nitrite testing when first filled and then annually at the end of a heating season to ensure proper nitrite concentration (1,000-1,500ppm) for your warranty to remain valid. The water jacket must remain full of properly treated water at all times after installation save for draining, flushing and re-treating. Minimum recommended initial mix ratios are dependent upon the size commercial boiler and the different properties of the water to be used in filling it. An official approved nitrite test must still be performed after treating by sending in a sample. Water in all areas is different and initial treatment may not be sufficient. Contact **image supply, inc.** to obtain water treatment kit. **You must have your water tested for nitrite levels, conductivity and pH acidity by image supply, inc.** Always request results to be sent to you and you must keep them on file to show proof of treatment and testing if warranty work is ever needed. Testing done by anyone other than **image supply, inc.** will not be accepted for warranty claims. Monitoring treatment levels by **image supply, inc.** has proven to increase the life of the furnace/boiler if their treatment program is followed. **Water levels must be monitored to get** the maximum life out of a commercial boiler, particularly if water is being added throughout a heating season (this is a result of improper operation or installation). Treatment and nitrite test kits are available from **image supply, inc.** Drain, flush, re-fill and re-treat if water is ever not crystal clear.

image supply, inc. Is the only recognized and approved Water Testing Facility and distributor of Water Treatment Chemicals for Hypotherm Hydronic Furnaces. Please contact them for directions on how to proceed with your water tests. Their contact info is below:

(910) 738-1166 Office (800) 672-8251

**5081 Dawn Dr, Lumberton
North Carolina 28360**

Hyprotherm Warranty Pro-ration:

Hyprotherm will pay costs of warranty work based on the following pro-ration:

Fire Box: Years 1 – 5: 100%, Year 6 – 90%, Year 7 – 80%, Year 8 – 70%, Year 9 – 60%, Year 10 – 50%, Year 11 – 40%, Year's 12 – 14: 30%, Years 15-20: 20%

Water Jacket: Years 1 – 5: 100% Year 6 – 80%, Year 7- 60%, Year 8 – 40%, Year 9 – 20%, Year 10 – 10%

1 Year Warranty on Other Components

Hyprotherm warranties, to the original owner only, any component or part of the boiler that is defective during normal usage for a period of 1 year from customer's date of delivery. Shipping for returning defective parts is not included. Replacement/repaired parts are obtained from the dealer purchase was made through. Labor is not covered for repairing or replacing components that is under warranty. After one year, your dealer may charge you for any parts provided. **No warranty parts will be provided without first returning the defective part.** Replacement/repaired parts carry a 90 day warranty or the fulfillment of the 1 year warranty period, whichever comes later. Pump failure due to water quality issues or not bleeding the air out from the bearings before startup are not covered under warranty. Proof of treatment and testing is required for pump warranty.

Warranty Procedure

All claims under this warranty must be made through Hyprotherm regardless of where it was purchased. If by inspection or photo observations Hyprotherm indicates that a warranty claim is justified and that all conditions of this warranty have been met, Hypro Therm will repair or replace the problem part according to the above proration. Proof of purchase, treatment and testing records and return of the defective part (if applicable) must be provided by the owner of the boiler before any warranty is given. All costs of removal, shipment to and from the dealer or Hyprotherm and losses during shipment and reinstallation and any other losses due to the stove being removed shall be covered by the owner of the boiler. Please contact Hyprotherm via email to proceed:

office@hillbillytrailers.com

Hyprotherm Water Treatment Program New Furnace Purchase

MANDATORY INSTRUCTION SHEET

- Contents:
1. Instruction Sheet
 2. 2, 4, 8 or 12 Gallons Control Water Treatment depending on kit and Furnace size
 3. 5 Shipping Boxes
 4. 5 Sample Bottles with lids
 5. Shipping Labels

Program by image supply, inc. for Hyprotherm Mfg, LLC.

Getting Started

You are the Care Taker of your Furnace. It is YOUR responsibility to keep Chemicals at an acceptable range maintaining a Nitrite level of at least 1000ppm and a maximum of 4000ppm, a PH no less than 8 and Conductivity of less than 10 micromhos AT ALL TIMES to prevent loss of your Warranty coverage

Instructions

- 1 Flush your system with fresh water to remove any debris from shipping or storage. Adding a degreaser to aid the process is highly recommended. Debris that remains following a flush (ex. weld slag, etc.) will be a corrosion hotspot and must be removed. All interior water jacket surfaces must be uniformly smooth and clean of any and all “gunk” which will block the necessary interaction of the chemical with the direct metal surface. A dirty or irregular interior water jacket surface will promote failures.
- 2 Following complete flush and rinse of system in step #1 fill the system with clean water. Simple filtering of the water as it is filling is highly recommended. **As you are filling your furnaces with water add **Control Water Treatment** per instructions in (3) below as it reaches about 1/3 full. When possible to run your circulator pump turn it on.**
- 3 Add Control per chart below immediately with the system fill in step #2.

1 gallon:	CS-1500, 3500,4500,5500,6800	FL-85, 100, 185, 265
	RS-1500, 3500,4500,5500,6800	L-140, 165, 250, 290
2 Gallons:	CS-8500	RS-8500
	L-340	FL-300,350
	TL-433,454,534,553,633,634,644	
3 Gallons:	TL-446,934	
4 Gallons:	TL-556,854	
5 Gallons:	TL-1350	

- 4 Take a **sample bottle** and fill it with treated water from your furnaces. Take the **sample bottle and shipping label** out and cut along the dotted line. Fill out the furnace information label completely and attach to the **sample bottle**.
- 5 Make a shipping box from the **flat cardboard shipping box** and insert the **sample bottle**. Attach the **Self Addressed shipping label** over the fold to seal the box.
- 6 Mail by your favorite source UPS, USPS or FedEx.

NOTE: THE AMOUNT OF TREATMENT NEEDED WILL BE DEPENDENT ON HOW MUCH WATER YOU NEED TO ADD TO YOUR SYSTEM DURING THE COURSE OF OPERATION. *FREQUENT AND EXCESSIVE WATER ADDITIONS require FREQUENT CHEMICAL ADDITIONS!! THE LEAST EVAPORATION THE BETTER, THIS CANNOT BE STRESSED ENOUGH!!!**

Keep system filled with treated water per above specifications always even in seasons when your stove is shut down and not being used for heating.

Retention of all records and copies of analysis reports is the sole responsibility of the stove owner alone.

For testing help or to reorder chemicals call your parts dealer or image supply, inc. at 800-672-8251