

# LIMITED WARRANTY COMMERCIAL HEAT PUMP WATER HEATER



## 1 YEAR LIMITED WARRANTY

### EFFECTIVE:

For **ONE (1) Year**, Lochinvar® LLC warrants the commercial heat pump water heater against failure due to defects in materials or workmanship. All Parts are warranted for **ONE (1) year** from the date of manufacture. This limited warranty is in effect when the product is installed within the United States or Canada, provided it remains at its original place of installation.

If the **FIVE (5) year** Extended Compressor Warranty is purchased, and within such time the compressor shall prove, upon examination by Lochinvar to be defective, Lochinvar will provide a replacement compressor. *Note: See 5-Year Limited Compressor Warranty for full details.*

Warranty coverage begins on the date of installation OR 60 days after the date of manufacture if installation cannot be verified. *Note: The date of manufacture can be determined using the Serial Number, located on the silver rating label.* Appliance must bear the original rating label which has not been altered, defaced, or removed, except as required by Lochinvar.

### WHAT IS COVERED:

In the event of a defect in materials or workmanship appearing during the limited warranty period, Lochinvar will repair, or at our discretion, replace any defective part or compressor covered under this limited warranty. Any replacement part or compressor will be warranted only for the unexpired portion of the original limited warranty period. This warranty also extends to any factory supplied accessories.

**Unless authorized by Lochinvar, any compressor must be returned to the factory for warranty determination, at the owner's expense.**

If an identical model is no longer available due to a change in law, regulation, or standard, Lochinvar will replace the product with one having at least the same capacity and input. In these instances, you will have the option of paying the difference between what was paid for the original model and the new model with the additional features; or receiving a refund of the portion of the purchase price allocable, on a pro-rata basis, to the unexpired portion of the limited warranty period.

### OWNER'S RESPONSIBILITIES:

Owners are responsible for:

- **All labor, shipping, delivery, installation, and handling costs associated with the repair and/or replacement, including removal cost, of the product**
- All cost necessary or incidental for any materials and/or permits required for installation of the replacement heater or part
- Selecting a qualified service provider. Visit [www.Lochinvar.com](http://www.Lochinvar.com) for a list of service providers in your area
- Following all instructions provided with the product
- Retaining all bills of sale or receipts for proof of installation
- Providing copies of all service and maintenance records
- Contacting your installer or dealer as soon as any problem or defect is noticed

### WHAT IS NOT COVERED, PROBLEMS CAUSED BY:

- Refrigerant, filters, refrigerant driers
- Improper connections, voltage, wiring, or fusing
- Sediment or lime scale buildup
- Improper installation, sizing, delivery, or maintenance
- Failure to follow printed instructions enclosed with the product
- Abuse, misuse, accident, fire, flood, Acts of God
- Improper ducting
- Claims related to rust, excessive noise, smell, or taste of water
- Failure to conduct authorized factory start up as required
- Failure to properly perform maintenance, as outlined in the instruction manuals provided by the manufacturer
- Damages due to a failure to allow for thermal expansion
- Alterations that change the intended or certified use of the product
- Failure to follow applicable local code authority having jurisdiction
- Improper chemical addition
- 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 the product including but not limited to door/wall removal, equipment rental, etc.
- Replacement parts after expiration of this warranty
- Premium associated with after hours or overtime labor
- Any accident to the water heater, any misuse, abuse (including freezing) or alteration of it, any operation of it in a modified form, will void 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 A 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.

### CLAIM PROCEDURE:

Any claim under this warranty should be initiated with the dealer who sold the heater, or with any other dealer handling the warrantor's products. If this is not practicable, the owner should contact:

Lochinvar, LLC  
300 Maddox Simpson Parkway  
Lebanon, TN 37090  
(615) 889-8900