

END OF LIFE POLICY

POLICY OVERVIEW:

Lochinvar, LLC. reserves the right, in its sole discretion, to discontinue the sale, manufacture, and support of replacement parts for boilers and water heaters that have been discontinued, provided that such discontinuation occurs no earlier than the expiration of the applicable Specified Limited Warranty Period. Decisions regarding parts availability may be based on, without limitation, technological advancements, changes in product design, regulatory requirements, or component and material obsolescence as determined by Lochinvar, LLC. or its third party suppliers.

For purposes of this Limited Warranty, the Specified Limited Warranty Period for discontinued products shall be determined by the duration of the heat exchanger limited warranty applicable to the product at the time of manufacture.

Accordingly, for any product that has ceased production, where the heat exchanger is covered by a limited warranty of (10) years, Lochinvar, LLC. will make commercially reasonable efforts to support the availability of service replacement parts for a period of no less than ten (10) years from the product's final production date. The same format will be applicable to units with (5) year and (15 year) heat exchanger warranties.

In the event that a required service replacement part reaches end of life, becomes unavailable, or is otherwise obsolete prior to the expiration of the Specified Limited Warranty Period, Lochinvar LLC.'s sole and exclusive obligation shall be to offer the owner a comparable replacement product at a discount determined in good faith to reflect fair market value at the time of replacement. Such remedy shall be in lieu of all other remedies, whether expressed or implied.

NOTIFICATION TIMELINE

To ensure a smooth transition, Lochinvar will provide a formal list of affected service parts, including all relevant material numbers, 60 days prior to the official last time buy announcement. When the last time buy is communicated to the field, the customer will have 30 days to submit their purchase orders. Please be advised that if our vendor partners require minimum purchase quantities greater than our demand, Lochinvar, LLC will require the customer to either update their purchase quantities to meet minimum order requirements or the purchase order will be cancelled with formal notification. All final sales orders will be processed and shipped according to standard lead times.

POST OBSOLESCENCE SUPPORT

Upon final notification of the obsolescence of all applicable parts and accessories, Lochinvar, LLC Technical Support and Customer Service will continue to do their best to assist with obsolete products and components offering alternatives solutions when possible. Product literature such as replacement parts lists and manuals will remain available in the product archive section on www.lochinvar.com for reference in the field.