



# LIMITED LIFETIME WARRANTY



Failure to have this appliance installed and regularly serviced by a licensed and trained Heating Technician, in accordance with the Installation Instructions, will **VOID** the warranty and may result in property damage, personal injury or death.



This warranty applies only to the original owner and location, and is not transferable.

## WHAT IS COVERED

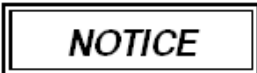
This warranty is valid for NTI gas-fired boilers and water heaters manufactured after June 1, 2015, and replaces any other warranty implied or expressed. All the durations, terms and conditions mentioned hereafter are for manufacturing defects due to material or workmanship only, and do not cover **ANY damages, defects, or malfunctions** resulting from: improper installation or combustion settings; firing the appliance with insufficient water level; failure to clean, operate, or maintain the appliance in accordance with the manufacturer's instructions; misuse; abuse; accident; negligence; freezing; or normal wear of the equipment. NTI does not warranty any component of a hydronic system not provided by this manufacturer; any malfunction resulting from, or repairs necessitated by: flood, fire, wind, lightning, or improper: electrical connection, gas pressure, firing rate, or gas-borne impurities. Equipment returned for warranty consideration will be evaluated based upon the condition of the part when examined by NTI. Improper handling and/or installation practices may VOID the warranty. See silver rating plate label on appliance exterior for product type, model number, and serial number information.

## COVERAGE

To qualify for ANY warranty coverage, the installation **must comply** with the installation and operating instructions provided with the appliance, and **must comply** with the "Terms and Conditions" of this warranty. Labor is not covered by this warranty. All warranty coverage is offered to the original owner and location only, and is not transferable.

### BASIC COVERAGE:

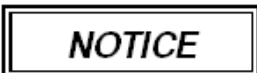
We will repair or replace any defective component supplied or manufactured by NTI (including the pressure vessel) for a period of five (5) years, beginning from the date of installation without, however, covering the installation itself.



Basic Coverage warranty period will commence from the date of manufacture, if the installation is **NOT** registered at [www.ntiboilers.com/products/product-registration.html](http://www.ntiboilers.com/products/product-registration.html) within 6 months of installation.

### EXTENDED COVERAGE (Not applicable to direct-fired water heaters):

We will repair or replace a defective pressure vessel for a period of ten (10) years, at 100% coverage, beginning from the date of installation without, however, covering the installation itself. After the 10<sup>th</sup> year, the pressure vessel warranty coverage is reduced to 20% for the duration of the appliance lifetime.



To qualify for Extended Coverage, the installation must be registered at [www.ntiboilers.com/products/product-registration.html](http://www.ntiboilers.com/products/product-registration.html) within 6 months of installation. By registering your installation, you authorize NTI to contact you directly in the event of any product advisories associated with your NTI boiler or water heater.

### COVERAGE SUMMARY:

Coverage	Coverage Period	Coverage Rate	Components Covered	Additional Terms and Conditions
<b>BASIC</b>	Years 1 through 5	100%	All parts (including Pressure Vessel)	Coverage Period commences on the date of installation when the boiler installation is registered at <a href="http://www.ntiboilers.com/products/product-registration.html">www.ntiboilers.com/products/product-registration.html</a> within six months of installation, otherwise the Coverage Period commences from the date of manufacture.
<b>EXTENDED</b>	Years 6 through 10	100%	Pressure Vessel only (also applies to the Vmax Indirect Fired Water Heater Tank)	Not applicable to direct-fired Water Heaters. Installation must be registered at <a href="http://www.ntiboilers.com/products/product-registration.html">www.ntiboilers.com/products/product-registration.html</a> within six months of installation to qualify for Extended Coverage.
	Year 11 and beyond	20%		

## TERMS AND CONDITIONS

1. **Warranty only valid to the original owner and location and is not transferrable.** A copy of the original bill of sale or sales receipt showing proof of purchase must be provided to authenticate original ownership and date of installation.
2. This warranty is VOID if:
  - A. The appliance is not installed and regularly serviced by a qualified and trained Heating Technician.
  - B. The appliance is not installed in accordance with the appliance installation manual and all applicable local and national codes and regulations.
  - C. The appliance has not been maintained and inspected in accordance with the appliance installation manual or at a frequency necessary to ensure safe and reliable operation for the given application.
  - D. The boiler is not installed in a clean and dry environment.
  - E. The combustion air is drawn from within the vicinity of a swimming pool, commercial laundry facility, or dryer vent termination.
  - F. Corrosion, plugging or pitting of any component occurs, possibly caused by:
    - i. **Combustion Air** - with contaminants, such as but not limited to: dirt, debris, air-borne particles, gypsum board dust, saw dust, or ceramic/glass fibers; chemical contaminants containing hazardous or corrosive gases, including but not limited to: chloride, ammonia, alkali agents, fluoride, bromine, or iodine.
    - ii. **Boiler Water** - with contaminants, sludge, silt, sand, flux residue, water hardness levels outside the limits of 3-9 grain/gal(US) [50 to 150 mg/l], water with pH outside the limits of 6.6 to 8.5, Chloride greater than 125mg/l, Iron greater than 0.5mg/l or Copper greater than 0.1mg/l.
    - iii. **Water Heater Water** - with contaminants and/or water hardness levels outside the limits of 5-12 grains/gal(US) [85 to 200 mg/l], sludge, silt, sand, excessive scaling, or water with aggressive pH levels.
    - iv. **Natural Gas or Propane** - with average sulfur rates greater than 30 mg/m<sup>3</sup>.
  - G. The heating system does not provide and ensure required water flow through the appliance when the burner is on.
  - H. Deformation occurs due to freezing; improper storage or handling; improper firing or firing without water.
  - I. The fireside of the heat exchanger is not cleaned in accordance with manufacturer's requirements for natural and propane gas, the unit is not maintained in accordance with the manufacturer's requirements and recommendations (service records or proof of maintenance documentation are required).
  - J. Any alterations are made without written authorization by the manufacturer.
  - K. The appliance, or any of its components, is exposed to water leaks.
3. This warranty does not cover damages to components caused by water leaks, or damages caused by malfunctions as a result of water leaks.
4. NY Thermal Inc. is not responsible for reimbursement for labor, fuel, or punitive damages caused by the operation or failure of the equipment.
5. This warranty does not cover the labor and shipping costs associated with repairing or replacing the boiler or hot water heater.
6. Decision of warranty repairs or replacements to appliances will be at the discretion of the manufacturer or authorized service representative.

## WHAT TO DO IN THE CASE OF A WARRANTY SERVICE PROBLEM

1. Contact your installing contractor or service provider. Do not call NTI. If your contractor or service representative requires further help, they will contact us directly. **NTI cannot provide technical assistance unless you are a licensed and trained Heating Technician.** Contact NTI at 1-506-657-6000 if you need help locating a Technician.
2. We will replace or credit the parts under warranty only; credits are issued to the authorized wholesaler at their cost, so do not purchase replacement parts from suppliers with hopes of receiving 100% credit.
3. Take care to maintain records of all regular maintenance and combustion efficiency test results (showing appropriate adjustments settings), as these will be required for any warranty claim.